



Larry Chang
President and CEO

From the Top:

Several of our partners have been involved in mergers and acquisitions this year, including IBM and Micromuse, HP and Mercury and last year Computer Associates (CA) and Concord. At some level, the customers that have made investments in these solutions are impacted while important decisions are made about the newly combined company. In addition, those customers that have integrated several of these IT solutions or have paid integration partners to do this may find it challenging to get the required level of support during the transition period.

Edge Technologies offers two distinct competitive advantages to our customers and prospects: Relationships with market-leading providers of IT management solutions and innovative technology that allows you to bring it all together. This newsletter will review how these distinct advantages can help you weather through the merger and acquisition transition period, save yourself time and money and keep your integration projects on track.

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Focus On: The Impact of Mergers and Acquisitions on Integration Initiatives

Investments in IT solutions are necessary for managing infrastructure and delivering business services. When managing multiple complex, disparate IT solutions with minimal support staff reaches a threshold of pain, the result is usually an initiative to integrate those solutions. The end goal is to facilitate more efficient and effective management of the tools required to support the network, systems, applications and services.

The merger and acquisition trend in the technology space does not necessarily require the delay or cancellation of an integration project since you have made Edge enPortal a core part of your integration strategy. Let's review how you can leverage your investment in enPortal to meet and sustain future integration initiatives during the transition period for those companies involved with merger and acquisition activities.

Without Edge enPortal, the task of aligning and integrating several vendor solutions can be daunting and costly. Edge enPortal provides an easy-to-use, cost-effective integration platform that allows you to bring together disparate solutions into a consolidated web interface. The Edge enPortal pre-built Product Integration Modules (PIMs), which are used to integrate the applications into enPortal, have been developed for many applications, including CiscoWorks LMS, IBM Tivoli Netcool, HP OpenView, Remedy ARS and more. The enPortal PIM communicates directly with the respective application server (via HTTP/HTTPS) and pulls back information to create a portal using the web interface parameters of the native application.

The enPortal PIMs remove the scripting, programming and costly investments in consultancy that are usually required for an integration project. The PIMs provide an out-of-the-box, plug-and-play interface that allows you to quickly integrate applications into enPortal. Since Edge Technologies has a PIM solution for some of those companies in a transition period, you can keep your integration projects on track for applications such as HP OpenView, IBM/Micromuse Netcool Suite, HP/Mercury Business Availability Center and CA/Concord eHealth.

Using Edge enPortal and the PIMs to integrate your busi-

ness applications has many advantages, including:

- Out-of-the-box plug-and-play technology
- Rapid integration is accomplished in days/weeks, not months
- Consolidated web-based dashboard supporting the integrated applications
- enPortal provides real-time views of all of the integrated applications
- enPortal web interface can be customized for internal and external clients
- The integration is maintained independent of software upgrades

Maintaining your Investment in Edge enPortal

One of the biggest challenges you are faced with in a "traditional" integrated solution is how to maintain it when a software upgrade is available. Older versions of software may have a limited support period which forces an upgrade at some point in time, impacting the integrated solution. Add to that the complexity of two newly merged companies with restructured software support and maintenance policies, or potential end-of-life product announcements... all these can leave customers in a quandary with the investments that have been made in integrating their solution set.

Edge enPortal and the PIMs can remove some of that burden from you by updating the PIM so that it supports the updated version of software, which will allow you to maintain the integration of the other applications in enPortal. The benefit here is you can upgrade applications that interface into enPortal without breaking your integrations. This considerably reduces the cost of maintaining integrations. Edge Technologies will continue to develop and support PIMs for market-leading solutions to help you support and maintain your integrated solution within the Edge enPortal platform.

If you have an application you wish to integrate into enPortal for which a PIM does not exist, please contact our inside sales team. We do support custom PIM developments which will allow you to integrate applications specific to your environment and further leverage your investment in Edge enPortal.

enPortal PIMs

Below is a list of available

Edge enPortal Product Integration Modules (PIMs):

- CiscoWorks LMS Suite
- Concord eHealth
- HP OpenView Network Node Manager
- IBM Tivoli Netcool (Formerly Micromuse Netcool)
- InfoVista VistaPortal, Vista SE
- Mercury BAC (Formerly Mercury Topaz)
- Remedy AR System
- Sun Microsystems SGD
- Viador Bi-Portal
- Web Enablement

New PIMs and Updates

The following table summarizes new PIMs now available as well as those PIMs that have been updated to support a newer version of software.

| Applications | Version | Status | Channel Integration |
|---------------------------------|----------|--------|---|
| Crystal Reports | 1.0 | New | Crystal Report Viewer, Proxy, Report View, Home, Report List |
| IBM Tivoli Netcool NueSecure | 3.0 | New | Home, Firewall Blocking, Tickets, Rules, Proxy, Actions, Filters, Hit, Tab |
| IBM Tivoli Netcool Webtop | 1.3, 2.0 | Update | AEL Event, Admin Mean Editor, Chart, LEL Event, Proxy, Admin, Admin Webtop 2, Home, Map, Table |
| IBM Tivoli Netcool Precision IP | 3.6 | Update | Database Configuration, Discovery Status, Hop View, Network View, OQL Work Bench, SNMP Query, Discovery Configuration, Home, MIB Browser, Network View Map, Proxy |
| IBM Tivoli Netcool RAD | 2.0 | Update | Home, Service Map, Event List, Table, Chart, Proxy, Service Navigator |

For more information or a demonstration of how Edge Technologies can help you integrate your network management applications, please call us at [1-888-771-3343](tel:1-888-771-3343) or e-mail us at: sales@edge-technologies.com.

