

## Management Today

Managing today's enterprise is no simple task. The problem is not too little information, it's too much information. Environments consist of a vast number of best-of-breed products attending to an even wider variety of network, security, and application management issues. Each of these products requires its own password, its own security information, and its own interface. Unfortunately, in some environments this multitude of information is obscuring problem detection, hindering problem resolution, and affecting customer satisfaction.

In today's increasingly competitive business environment, this is unacceptable. Business services depend on solid underlying technology. Anything that adversely affects customer satisfaction is the No. 1 problem to solve.

Indeed, figuring out how to solve this information overload problem can be quite difficult.

## Possible Solutions

"Develop an overarching management strategy," the Boston-based consulting firm Aberdeen Group recommends in a report titled *Reducing IT Complexity: The Role of Systems Management*. "The strategy should take deliberate aim to deploy systems management as a vehicle for reducing overall complexity."

The ideal solution would help integrate information from the existing heterogeneous infrastructure – consolidating the vast array of information simply and securely. The ideal solution would also provide:

- True single sign-on to multiple applications
- Integrated and secure internal and customer-facing views of data from multiple sources
- Pre-built integration packages for existing applications
- The ability to customize look-and-feel for different users, without heavy coding

- The ability to integrate data across multiple applications
- Dashboard views
- Rapid results

This is precisely what Edge Technologies Inc.'s enPortal does.

"In today's complex IT infrastructures, enterprises need intelligent data collection and presentation," says Peter Kuper, VP of Institutional Research at SG Cowen. "Edge Technologies' enPortal solution effectively provides this, ... in addition to leveraging an organization's existing IT infrastructure management systems [and] enabling more effective and proactive network management."

## Edge's enPortal

Edge enPortal is an XML-driven, Java-based secure portal application that focuses specifically on network management integration. It works by collecting and combining data from multiple tools and technologies, then presenting this information securely through a single, integrated, customizable graphical user interface. Users access all this data through single sign-on, with a single password.



*enPortal lets any authorized user –  
from an IT staffer to the CEO to an outside customer –  
get the information they need to do their job effectively and efficiently.*

Edge's plug-and-play Product Integration Modules (PIMs) integrate data from Concord eHealth, HP OpenView, InfoVista, Micromuse Netcool, Remedy AR System, and other leading management applications. The enPortal PIMs recognize user names, security features, and other application-specific variables allowing you to act on them through enPortal.

Going one step further, enPortal offers dashboard

views that present diverse information in an at-a-glance look at of user-centric service health, with complete drill-down capabilities. These views integrate data from service-oriented applications and transform event data into service information, and component events into service impact. enPortal's dashboard views can even be used to create automated responses across multiple applications based on multiple types of alarms.

### *The enPortal Advantage*

Each aspect of the enPortal architecture provides the IT manager with a business-based advantage.

The Three Levels of ROI	
FEATURES	BENEFITS
<b>Level 1</b>	
"Single-pane-of-glass" visibility	Reduced costs
Single sign-on	Reduced complexity
Partitioned user-specific views	Enhanced security
	More efficient work environment
<b>Level 2</b>	
Cross-application data exchange	Faster trouble resolution
Customized look-and-feel	Leveraged data between tools
Out-of-the-box integrations	Rapid deployment with no coding
<b>Level 3</b>	
CIO/CTO dashboard	Enhanced business perspective
Business-level views of IT services	Increased competitive advantage

Perhaps the ultimate business benefit is the ease with which enPortal can be deployed. While other products that claim to offer integration capabilities can take months to put in place, Edge's enPortal can be up and running – saving time and money – in a matter of weeks, or less.

## *The Security Advantage*

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Security is a key enPortal advantage. Edge's advanced security architecture is designed to let users customize their network views within an organization, so that multiple clients may access information without risk.

There are obvious security advantages in enPortal's single sign-on capabilities, primary of which is fewer points of vulnerability. Indeed, enPortals' security goes much deeper. Edge enPortal cooperates with complex firewall environments to protect the identity of all network and application servers with single-port proxy access for external users. This creates a protective layer between the customer's application and the outside world, and is done with no additional software loaded on the browser or application server.

## *Satisfied Customers*

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Calence, Inc. and Vanco plc are two examples of customers that have chosen enPortal to help reduce complexity and, in turn, increase customer satisfaction.

### *Calence*

As a full-service network integrator and managed service provider, Calence needed to let its own customers access their environments in a way that was appropriate to their needs and in a way that was highly secure – since that access was going to be provided over the Internet.

"Our clients have mission-critical networks and as our business was growing the reporting and call-volume activities increased exponentially," says Brett Rushton, VP of managed services at Calence. "We needed a strategy to empower our clients on the status of their network, provide customized information and develop recommendations on streamlining work processes."

Rushton goes on to say, "The solution [we chose] had to focus on the specific complexities of the network management environment and utilize the capabilities of the Internet to its fullest."

Since implementing Edge enPortal, Calence clients can now directly access network performance information, trouble tickets and network maps in real time. enPortal also allows real-time reporting, invoicing, and other business-related functions that can help improve service-level quality.

### *Vanco*

Vanco is one of the leading global network service providers. With solutions available in 230 countries and territories, Vanco is selected by the world's largest organizations to provide strategic network solutions. Its customers include RMC group plc, Virgin Retail, Ford Motor Company, Pilkington, AVIS Europe plc and Smith & Nephew.

Through the Vanco network solution customers get access to the greatest in-depth geographic coverage available through a single provider. Vanco offers incomparable flexibility to customize and adapt the solution in line with market changes and business priorities.

"Through using the enPortal solution we have created a single user interface to enable our global customers, including Ford Motor Company, Avis, Virgin Retail, Pilkington and Compass Group, to have one view into a variety of business critical network management applications," says John Locke, Group Director of Technical Analysis. "The enPortal solution was the ideal fit for the type of solution we needed, and has created a clear competitive advantage for Vanco through our industry leading online network management portal, O-zone."

Locke adds, "Edge has been a terrific company to work with over the past three years.

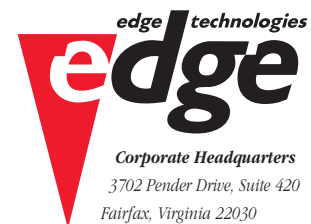
With strong two-way communication, it is very satisfying to see our input used directly in helping to enhance their product line. Edge is committed to our success – Vanco and Edge have formed an excellent partnership."

### ***About Edge Technologies, Inc.***

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Since 1993, Edge has been providing leading-edge products and services to many of the world's most secure network infrastructures. Edge's core management and technical team, which has led the company since its inception, developed Edge's flagship offering – enPortal – years ahead of competitive offerings. enPortal was borne out of Edge N-Vision™, the first real-time Java-based web-enablement tool for HP OpenView.

Fortune 500 companies, Managed Service Providers, and the United States Government – including the Department of Defense – have chosen enPortal to run their operations. For more information on how enPortal can enhance your operations, or for a personal demonstration, please visit [www.edge-technologies.com](http://www.edge-technologies.com), or call 1-888-771-3343 today!



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