



Clear Innovation

White Paper

# enPortal Features & Functions

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**Edge Technologies**  
3702 Pender Drive  
Suite 420  
Fairfax, VA 22030  
T 703.691.7900  
F 703.691.4020  
888.771.EDGE

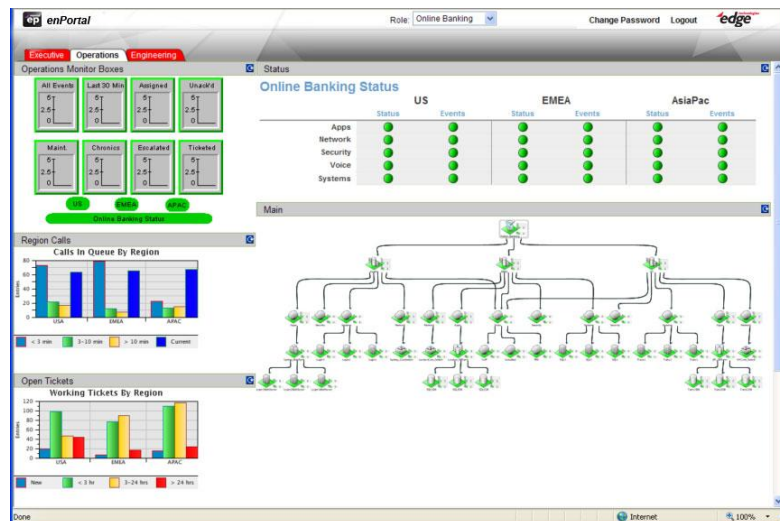
## Overview

Edge Technologies, Inc.'s enPortal is the industry's only portal focused specifically on network management integration. enPortal collects and combines information from multiple tools and technologies already in place in a customer's environment – in a matter of days, not months. enPortal then presents this consolidated data through a single sign-on based, customizable dashboard interface. With customization capabilities, any user – from an IT staffer to the CEO to an outside customer – can get the information they need to do their job effectively and efficiently.

## The enPortal Advantage

The features and functions of enPortal combine to provide true business advantages by helping customers:

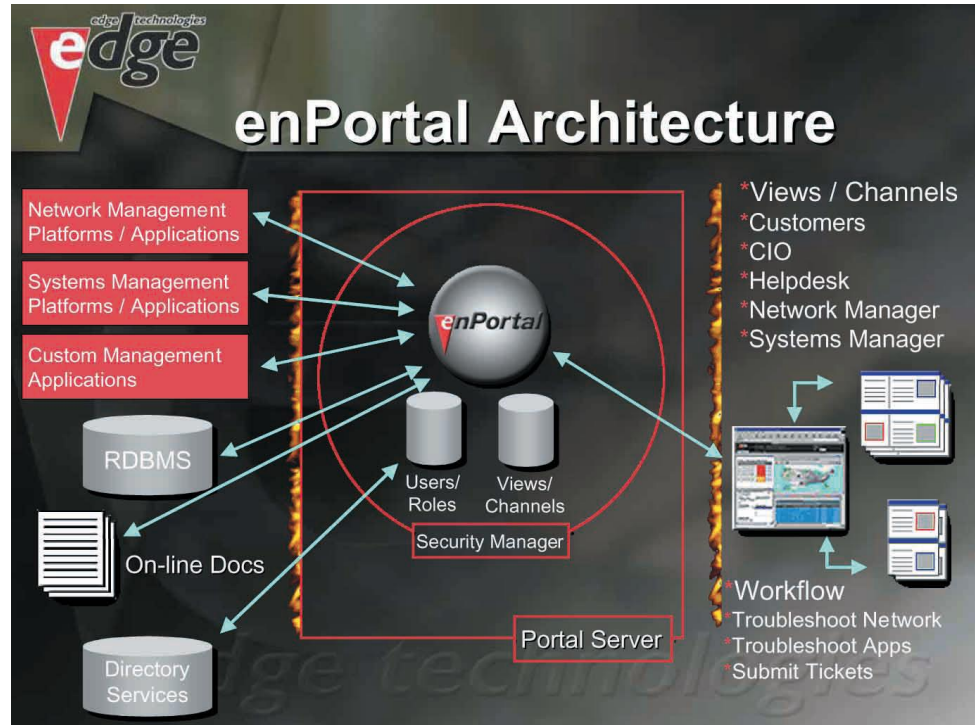
- Save money – enPortal takes advantage of the infrastructure already in place
- Save time – enPortal can be up and running in a matter of days
- Reduce complexity – customers can access any information they need through a single login
- Enhance performance – with a wealth of information on one screen, IT staffers will be able to identify and solve issues more quickly
- Increase customer satisfaction – with a wide variety of data integrated through one dashboard view, IT staffers and customers alike will be able to identify and solve issues more quickly



## enPortal: Under the Covers

Edge enPortal is an XML-driven, Java-based portal application. enPortal was developed with Java 2 technologies to provide unparalleled flexibility, scalability, application and content protection, application interaction, and complete platform independence.

enPortal incorporates a multi-tier architectural model, providing great flexibility for deployment into various network configurations. The enPortal architecture also provides a solid foundation for redundancy and scalability.



Tiers one and two within the enPortal architecture comprise the portal Web interface, web resource proxy, content filtering, and the integration engine. Tier three comprises the enPortal core services and business object management. Tier four provides persistence by storing enPortal configuration and business objects in an open, commercial, relational database. All components support maximum platform independence (UNIX or Windows), enhancing application and content protection, application interaction, and overall system performance.

## Dashboard Views

One of the challenges of a network administrator's job is to make available a variety of types of information to different types of employees. enPortal's Dashboard View capabilities provide an at-a-glance view of user centric service health with the ability to drill down for further details. Specifically, the enPortal Dashboard View:

- Transforms event data to service information
- Transforms component events to service impact
- Integrates data from service-oriented applications
- Provides simple visualization of information derived from disparate data sources

The enPortal Dashboard View also integrates data from multiple management resources, including trouble tickets, events, historical reports, planning resources, and more. With this capability, large enterprise management becomes much less complex – and much more efficient. enPortal incorporates a multi-tier architectural model, providing great flexibility for deployment into various network configurations. The enPortal architecture also provides a solid foundation for redundancy and scalability.

Harness the power of your existing infrastructure with enPortal, the industry's only secure portal that focuses specifically on network management integration. enPortal makes network management integration real, fast, simple, and secure.

## enPortal Features & Functions

**Integration:** enPortal provides data-level integration of multiple management resources (trouble tickets, events, historical reports, planning resources, etc.), workflow concepts, and business performance information.

**Single-Sign-on:** enPortal provides single-login to multiple applications (i.e. once a user logs into enPortal, no other credentials are required from the user) that requires no custom software development or modification to backend applications. enPortal also provides Single-Sign-Out, which enhances security and reduces license costs by logging users out of applications when they log out of enPortal.

**Advanced Security:** enPortal has a strong security model with powerful features to restrict access to content based on domain, role (group) and/or user, so companies can confidently work with-in the DMZ. enPortal also provides a combination of firewall infrastructure support, port mapping, content filtering, and a sophisticated security manager. Enhanced security features include multiple N-Factor authentication methods, secure communications channels, security policies, directory services support, and more.

**Product Integration Modules (PIMs):** Edge provides a variety of integration

options, including a series of core packages – called Product Integration Modules (PIMs) – that provide plug-and-play integration with products from Cisco, Concord, HP, InfoVista, IBM Tivoli/Netcool, Remedy, and more. enPortal’s modular design also fully accommodates the development of independent third-party product integration packages quickly and easily.

**Content Retrieval System (CRS):** Edge’s patented CRS facilitates the integration of new content elements quickly and securely. The enPortal CRS technology enables partners and customers to organize applications’ services, multi-media streams, and web-based utilities into any number of user views, without complex software development.

**AppBoard View:** enPortal provides a highly customizable, at-a-glance view of user-centric service health with the ability to drill down for further details.

**Fault Tolerance:** The enPortal system supports implementation as multiple nodes. In the event of a failure, enPortal will automatically failover to keep the system up and running.

**Load Balancing:** enPortal is capable of running concurrently on multiple servers and providing load balancing across all those servers.

**Online Backup:** enPortal has a powerful backup facility that allows for the complete export of enPortal content into XML files and archiving of all custom JSPs and configuration files with a single command.

**Customizable Look-and-Feel:** enPortal is capable of modifying the style (fonts, colors, images, etc.) of any integrated content to provide a consistent Look-and-feel (LAF) for internal customers, or any variety of custom LAFs for any variety of external customers.

**Standards-Based:** enPortal is standards-based and built on the latest technologies such as Java, JSPs/Servlets, XML, JDBC, and JNDI/ LDAP.

## Customers are Saying...

"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. 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. 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."

**John Locke**

**Group Director of Technical Analysis**

**Vanco plc**

"The ideal solution [for our needs] was to implement a portal-type environment. [enPortal]... let us give customers a lot more depth of information about their own networks – using their own tools, if they preferred – and at the same time give us access to the same information in the way we needed to see it."

**Greg Lewis**

**Manager, Enterprise Management**

**SunGard Availability Services**

"To remain competitive ... we needed to offer end-to-end solutions that empower our clients and create Internet-based operational efficiencies. We needed a strategy to empower our clients on the status of their network ,provide customized information and develop recommendations on streamlining work processes. Edge enPortal gives us extended capabilities to provide our clients with what they want: a secure, real-time view into their network."

**Brett Rushton**

**VP of Managed Services**

**Calence, Inc.**

## About Edge Technologies, Inc.

Edge Technologies is an innovative and proven software company specializing in network and systems management solutions. Through our core practices in Data Integration, Data Visualization, and Flex Consulting, Edge products and services facilitate faster, more complete data integration; user-centric, customized visualizations; easy, secure information sharing; and enhanced operational awareness across a diverse set of information stakeholders.

Since 1993, Edge has been delivering leading-edge solutions in many of the world's most sophisticated network, intelligence, operational and logistics environments. We empower you to view your data your way. Edge Technologies... clear innovation.