

Calence, Inc.

Praised as one of Inc. Magazine's fastest growing privately held companies, Calence is moving at lightning speed in a highly complex and competitive industry. As a full-service network integrator and managed services provider (MSP), Calence knows the secret to success is leveraging the extensibility and richness of the Internet to provide a competitive advantage.

Founded in 1993 and formerly known as The Forte Consulting Group, Calence entered the MSP arena as a direct response to the needs of small to mid-size companies that lacked the resources or infrastructure to manage their own networks. From the start, Calence has upheld a strong philosophy of partnering with industry leaders. By offering the highest quality products combined with the expertise of Calence's top talent, the company is able to provide superior solutions and value to their clients.



The Challenge

With such fast growth, Calence needed a solution that could keep up. "Our clients have mission-critical networks and as our business was growing the reporting and call-volume activities increased exponentially," said Brett Rushton, vice president of managed services at Calence, Inc., based in Tempe, Arizona.

"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 continued. "The solution had to focus on the specific complexities of the network management environment and utilize the capabilities of the Internet to its fullest."

Calence required a partner that understood the fast-growing service-provider industry and had a proven history in the network management arena. Calence also needed a company with the right technology to help secure and manage the company's booming growth.

The Solution

Calence found a perfect match with Edge Technologies and enPortal™ in both technical expertise and company philosophy.

From a historical perspective, Edge was the company that developed the first real-time Java-based web-enablement tool for HP OpenView – called Edge N-Vision™. The introduction of Edge's enPortal, which was born out of N-Vision, revolutionized the network management market.

enPortal is the industry's only secure portal software that focuses specifically on network management integration. enPortal integrates data from existing tools, then presents the data through a highly customizable single sign-on interface. Edge offers a wide variety of Product Integration Modules (PIMs), or out-of-the-box integrations, for many of the leading best-of-breed management tools including Concord eHealth, HP OpenView, InfoVista, Micromuse Netcool, Remedy AR System and more.

“To remain competitive in the managed services provider arena, we needed to offer end-to-end solutions that empower our clients and create Internet-based operational efficiencies. Edge enPortal gives us extended capabilities to provide our clients with what they want...a secure, real-time view into their network.”

Brett Rushton,
Vice President of Managed Services
Calence, Inc.

With Edge enPortal, Calence clients can now directly access network performance information, trouble tickets and network maps in real-time. Because of enPortal's platform independence, Calence can leverage its existing management infrastructure and investments to provide this value-added service to its clients.

Edge's advanced security architecture is designed for network views to be customized within an organization so that multiple clients may access information without risk. enPortal's Internet base also capitalizes on new operational processes, including real-time reporting, invoicing and other business-related functions to improve service-level quality.

"Edge Technologies has the proven track record and superior technical expertise to foster our growth and enhance our client offerings," said Rushton. "We look forward to [continue] working with Edge Technologies as we continue to provide our clients the best of what MSPs can offer."

About Edge

Founded in 1993, Edge has more than 12 years of experience 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 the company'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 Federal 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, or call 1-888-771-3343 today!

