

Vanco UK

Providing any kind of business critical service to customers is a high-pressure proposition, particularly when it comes to global data networks. The success of an organization in today's business environment is increasingly dependent on receiving reliable, secure, and easy-to-use services. Vanco understands this.

Vanco is the leading global virtual network operator. With network solutions available in 230 countries and territories, Vanco customers have access to the greatest geographic coverage available through a single provider. Vanco offers incomparable flexibility to customize and adapt customer solutions in line with market changes and business priorities.

Vanco is selected by the world's largest organizations to provide strategic network solutions. Its customers include Avis Europe plc, Ford Motor Company, Pilkington plc, RMC Group plc, Smith & Nephew, and Virgin Retail. Vanco's focus on the end user is absolute, which was recently recognized at the Network Industry Awards 2003 where it was acclaimed the 'Best Service Provider' in the industry. As such Vanco is always seeking out new ways to enhance the end user experience.



The Challenge

As part of Vanco's services, the company gives customers real-time access to applications running on back-end systems. However, because some of today's most efficient environments are severely heterogeneous many of these applications are on different systems, in different places. To provide the most secure solution Vanco had different customer information sites for the different back-end applications, each with its own set of login IDs and security methods for authentication.

"Our choices were either to continue with the set up we had and expand the disparate systems we were running, or look to consolidate these somehow to both ease the administration and provide a better user perception of the tools we were offering," said John Locke, Group Director of Technical Analysis, Vanco UK. "It was clear we needed some kind of portal, and some way of dealing with single sign-on."

Vanco needed to find a way to provide access to all the applications through a single login — but still do so with the same levels of security customers had come to expect.

The Solution

Vanco chose Edge Technologies' enPortal to fulfill this requirement.

Vanco first went through a nearly 12-month selection process that began with an RFI (Request for Information) and involved extensive testing and evaluation. "Edge outshone the competition," Locke said, "providing not only what we initially required, but a whole host of additional features."

enPortal is the industry's only secure portal that focuses specifically on network management integration. Edge offers a wide variety of enPortal 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. These PIMs provide data-level integration of multiple management resources (trouble tickets, events, historical reports, planning resources, etc.), workflow concepts, and business performance information.

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John Locke

Group Director of Technical Analysis

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Vanco went through a smooth implementation process, and notes that Edge was, and continues to be, "extremely responsive" in helping with the implementation and numerous integrations.

The Benefits

According to Vanco, the benefits gained through implementing enPortal go directly to the core of the company's business. enPortal is helping Vanco achieve a competitive advantage that is, in turn, providing its customers with an enhanced service.

"We are now able to provide an additional value-added service to our customers that we believe none of our competitors are able to achieve," Locke said. "enPortal ... has helped us secure deals with major clients due to the availability of the systems that we provide through a central point. It has proven to be a sound investment."

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!

