

Calence Case Study

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 midsize 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

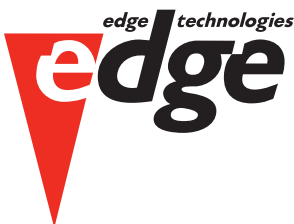
Calence found a perfect match with Edge Technologies and enPortal™ in both technical expertise and company philosophy. From a historical perspective, Edge was the company that developed the first real-time Java-based web-enablement tool for HP OpenView – called Edge N-Vision™. The introduction of Edge's 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, Micro-muse Netcool, Remedy AR System and more.

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 working with Edge Technologies as we continue to provide our clients the best of what MSPs can offer."



Edge Technologies, Inc.

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“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.

About Edge Technologies:

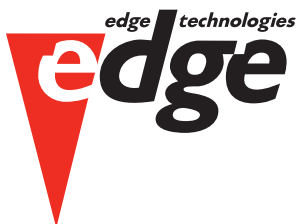
Edge Technologies specializes in managing the way people view, share, and engage information. Government and businesses rely on COTS or custom solutions from our expert IT professionals and proven development team to align their content with their [mission/program] goals. They recognize us as specialists in managing the way people view, share, and engage information.

However they're prioritized, most enterprise challenges point toward two universal needs: usable information and talented people. These are exactly what Edge Technologies provides with our core practices in Data Visualization, Content Assurance, and Staff Augmentation. Through our solutions in these areas, we help agencies and businesses meet their requirements, keep their programs on track, and stay within budget. Our name veraptly describes what we do. We give our customers every information and resource advantage for achieving their goals.

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 groundbreaking solutions and products such as enPortal, N-Vision™, and Data Alchemist. Edge Technologies' clients include Fortune 500 companies, Managed Service Providers, and the United States Federal Government, including the Department of Defense. Strategic partnerships include Citrix, Cisco, Computer Associates, Hewlett Packard, EventGnosis, IBM, OneNetwork, Remedy, and major system integrators.

Within enPortal, the advanced Data Alchemist control module was designed to accommodate high volume environments and perform with high-speed, executing content modification and control, enabling highly customized views of external applications through the enPortal solution. Answering the needs of its demanding clientele, the Data Alchemist system has been fine-tuned over several years and has been optimized for speed, efficiency, and reliability.

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!



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