Customer Success Story

Major American Cable, Telecommunication & Home Automation Provider

Edge Technologies is a world-class software company empowering the world's most sophisticated environments. Edge is focused on providing best practice solutions across information integration, data visualization, and workflow optimization/automation.Edge products and services facilitate enhanced situational awareness across a diverse set of information stakeholders.

The Customer

A Major American Cable, Telecommunication, and Home Automation Provider who provides digital cable television, telecommunications, and Home Automation services in the United States. The company is one of the largest cable television providers in the US, serving more than 6 million customers.

The Challenge

With 15 different internal applications, the company needed an efficient way to monitor and respond to each application that was critical for day-to-day operations. Operations were challenged by the increased time spent switching between applications and further slowed by the need to sign into various applications again when switching views.

The Solution

VISUALIZATION, CONSOLIDATION ESSENTIAL

Edge software was configured to interact with the company's ITSM solution at web and data layers, in order to present custom views to resources that enabled interaction with the underlying tools from a single point of control to maximize efficiency and accessibility.

Tools

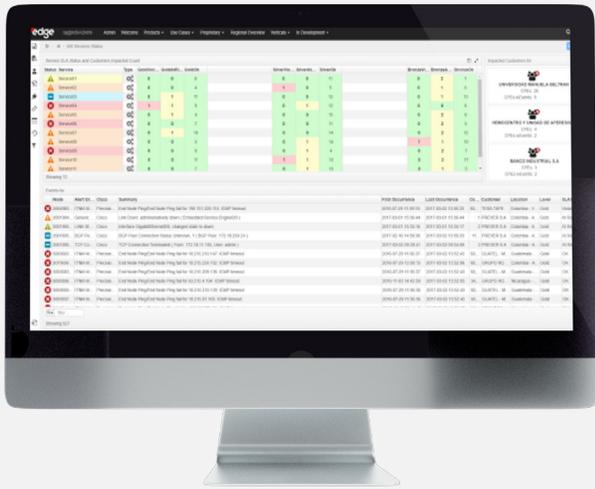|	
Solar Winds	My Admin
MRTG	PlantView
Coral	EdgeView

Resources → **edgeSuite** Integration Platform → **MS AD FS** → Web & Data Integrations

Web Layer Integration

- Single sign-on, single sign off
- HTML manipulation for optimal viewing

Data Layer Integration

- API configurations
- Database connections
- Unique visualizations for added clarity

VIEWS FOR INTERNAL USE

The Edge software presents configured page views with individual visualizations for internal users focused on the overall service management initiatives and service level agreements in place with external business customers. These views are driven by the data integrations to the underlying tools and drill down to the web integrations as logical for efficient operations. Transparency and effective use of the company tools is a key success factor.

VIEWS FOR CUSTOMER FOCUS

Edge software also enabled configured page views for service customers to manage northbound and southbound network devices focused on services status. These views are specific to the service customer needs that include ease of use, multi-tenancy, and self-service options.

The Benefits

Edge provided the company with a more efficient way to view and utilize their tools. Edge applied web and data layer visualizations for internal resources as well as external customers. Edge software enabled the company to condense tools and configure a Single Point of Control for their service management initiatives with external business customers. This allowed for transparency to their resources which emphasized a level of professionalism and trust with their customers.

With Edge, the company was able to save the time and money needed for training users on multiple tools, as well as enabling them to scale and have the flexibility to change out underlying tools as needed for future demands, with no disruption of operations.

Learn more about how Edge delivers integrated workflows for customers globally. Contact us:

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