Solution Brief

Highly-secure and scalable, multi-tenant customer portals for Managed Service Providers

About Edge Technologies

Edge Technologies transforms standalone tools and information by providing secure access, complete integration, and role-based visualizations that yield the clarity needed to drive action and innovation. Edge has over two decades of experience working with Telecommunication companies, Managed Service Providers (MSPs) and Managed Security Service Providers (MSSPs), helping them provide fast, simple, secure, multi-tenant access to the tools and data needed for service delivery.

Service Providers, and enterprise companies that provide services to multiple internal groups, have long struggled with how to transform a collection of standalone tools and data into something that they can present to their internal or external users and customers. There are many hurdles to clear in the race to deliver evolving and differentiating services in an ever-changing environment including:

- Too much information – Sifting through an overwhelming amount of data to find and present just the relevant information and KPIs
- Numerous tools – Each application has its own URL, login, product terminology, look and feel, etc., and there is often little if any interoperability between these tools
- Complexity – Users may need to see a variety of information collected from multiple sources, yet need to be shielded from the complexity of the underlying technologies
- Security and compliance – Remote users or customers need direct, real-time access to information generated by many tools, while the security of the network is maintained
- Multi-tenancy – Safely providing information from applications and data sources that are not designed for multi-tenant use
- Scalability – Delivering the right information to hundreds or even thousands of simultaneous users worldwide
- Branding and appearance – Creating a system that is a reflection and extension of the company brand with a professional, consistent look and feel
- Consistency and efficiency – Deploying a single platform that can used to deliver customer-facing services, or used to integrate internal OSS tools

Edge Technologies has worked closely with the world's largest service providers and in the most complex and secure network environments to develop and deliver patented technology and core capabilities that address these issues. The edgeSuite system integrates existing web-based applications, and provides fully-authenticated role-based access to custom dashboards designed with each service, customer, or user role in mind.

Use Cases
Secure remote access to multiple internal applications and data stores

Service Delivery teams need to provide efficient yet highly-secure multi-tenant remote access to a variety of internal tools, databases, or other sources of information that will drive the metrics or KPIs being presented to a customer. Edge provides:

- Single Sign-On for all integrated applications
- Flexible integration with user authentication mechanisms including, LDAP/AD, Multi-factor Authentication (MFA) systems, and custom authentication technologies
- Domain or customer-based remote access to all integrated systems via one port through the firewall
- Secure proxied access to multiple applications, or even segmented portions of application UIs
- The ability to support and impose multi-tenancy, even for applications that don't natively support it
- Application hardening via real-time HTML content filtering and modification to address potential security risks including removing buttons and links, or modifying menu options on web pages, removing headers, labels, logos, or URLs, or preventing script execution
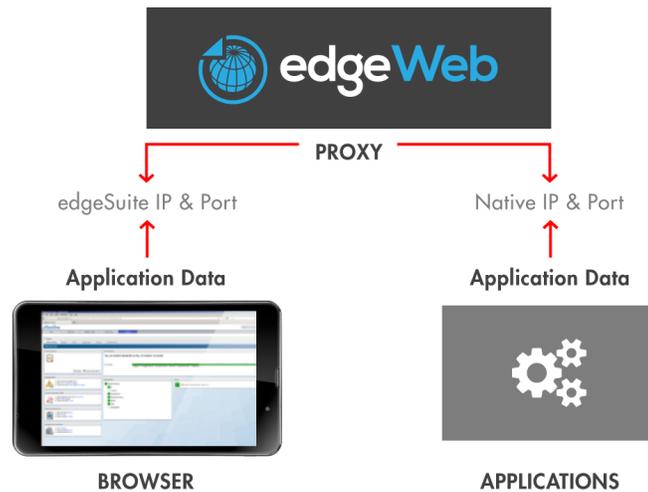
edgeWeb Proxy Providing Secure Data Access

Complete integration of multi-vendor applications and standalone data sources

The edgeSuite platform makes it possible to integrate applications and information in multiple ways, taking fractured content and transforming it into customer-friendly, seamlessly unified views:

- Existing web-based UI views or KPIs can be segmented, modified, and combined with other useful and related views from other web-based applications
- The Edge platform can connect to a data source then extract, transform, filter, or blend that data with other sources to drive all new, interactive visualizations
- Reduce the amount and complexity of information presented to customers to only the relevant information that they need to see
- Integrate Service Level Agreement details, ticket, event, or outage information, knowledge bases, or real-time chat functionality into a cohesive, efficient system
- Use the same Edge platform to bring together disconnected OSS tools and create more efficient workflow for the internal Operations team

Quickly create and deploy a fully-customized, branded portal

In a competitive industry, what an organization puts in front of their customers needs to reflect the corporate brand and ideals while delivering differentiating services efficiently and professionally to promote increased customer satisfaction and loyalty. As new technologies and service offerings emerge, the platform used to deliver those new services must be flexible and scalable. Whether deploying a new portal, updating an existing portal, or even integrating multiple portals, Edge's proven, flexible technology facilitates fast deployment, rapid time-to-value, and an improved customer experience.

- Portals can be re-branded and themed from the login screen to the UI to match corporate standards including company logos and colors
- Per-customer branding can be enabled to personalize the experience of each customer
- A common style can be applied across multiple application UIs and unneeded content can be modified or removed create a consistent look and feel
- Pre-built integrations speed the development and deployment process
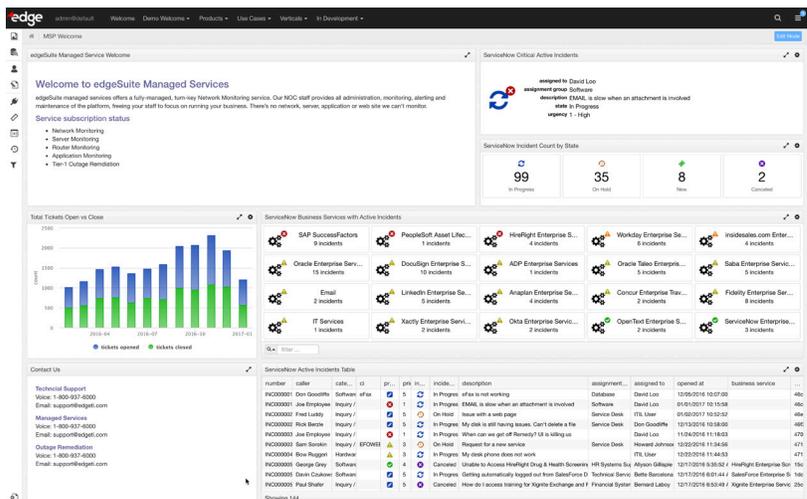
Managed Service Portals Display Multiple Visualizations of Customer-Specific Data

Custom-branded portal providing efficient access to multiple application views

Edge helps MSP, MSSPs, and companies and agencies that act like service providers to quickly develop and deploy secure, scalable, professional portals while fully leveraging the investment they've already made in tools in technologies. Edge makes the best possible use of existing native UI views, offers the ability to create all new visualizations, transforming disconnected systems and information into unified, custom managed service offerings.

More Info

For additional information about Edge Technologies, contact us at **sales@edge-technologies.com**