

# Customer Success Story

## Telecommunication Service Provider for Pacific Naval Forces

Edge Total Intelligence 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.

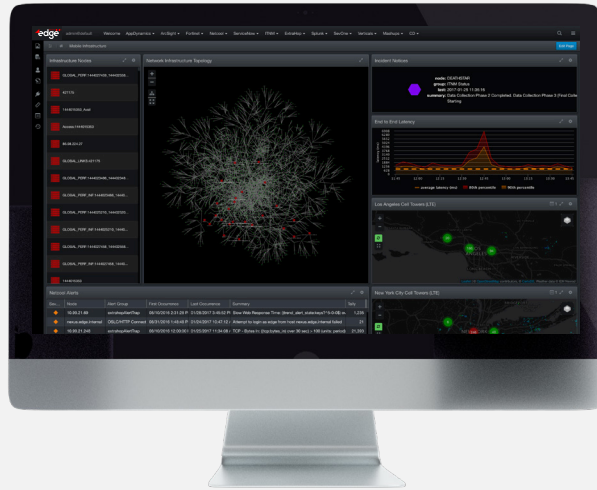
### The Customer

A Telecommunication Service Provider for Pacific Naval Forces. The company builds and operates telecommunication networks as well as providing voice, mobile, and internet access. The naval services provided by the company require secure communications over fiber, wireless, satellite, and radio.

### The Challenge

An analysis and evaluation of the company's previous ship-to-shore network monitoring and management system revealed several shortfalls. The company recognized an overhaul was required to ensure the network operated at optimum reliability and efficiency and met the high-security defense requirements. The company needed:

- ▲ A single system that would enable them to provide enhanced security
- ▲ Ability to access and interact with multiple systems/tools including ISM, Midtier, and VPM.
- ▲ A system architecture that would accommodate both offshore and onshore bandwidth characteristics, enable database capabilities, and be capable of working within multiple security environments.



## The Solution

### HIGH RELIABILITY, MAXIMUM SECURITY

Edge provided a Single Point of Control that collectively processes network and security events, rapidly identifies faults and potential faults across one of the largest Netcool architecture network installations in the world. Edge enabled the ability to launch, on detection, a preventative maintenance task and provided clear visualizations that ensured issues could be resolved in priority sequence. Edge consolidated multiple tools being used by the Pacific naval fleet and provided the necessary architecture for ensuring a secure infrastructure.

---

**“Thanks to Edge, we can now resolve faults efficiently and are confident our IT infrastructure is strong and stable so it can play its part in upholding our standards of maritime excellence and national security.”**

## The Benefits

With Edge, the company has around-the-clock access and rapid, real-time response capabilities which allow them to operate efficiently. The communications infrastructure meets the complex security requirements required for one of the largest and most sophisticated naval forces in the Pacific region.

The fleet is now able to access their tools from a Single Point of Control, enabling them to focus and prioritize tasks and resolve issues with streamlined operational workflows and secure, optimized network control systems.

---

**“As a result of the end-to-end monitoring we are able to rapidly respond to network issues,” said Captain Charles McHardie, Director General Navy Communications & Intelligence.**

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

+1 888-771-EDGE / +1 703-691-7900  
12110 Sunset Hills Road, Suite 600  
Reston VA 20190  
[www.edge-technologies.com](http://www.edge-technologies.com)

