



Customer Success Story

Global Provider of Mission Critical Communication Solutions & Services

Edge Total Intelligence is a next generation Intelligent Workflow Automation vendor that uniquely combines data visualization, tool integration, human & machine intelligence, task automation & virtual assistants to create highly optimized workflow execution that measurably improves your business, staff productivity & customer experience. Edge generates business value by fusing together situational awareness with actionable insights & automation to provide a Single Point of Control. edgeTI Makes Sense of your Data!

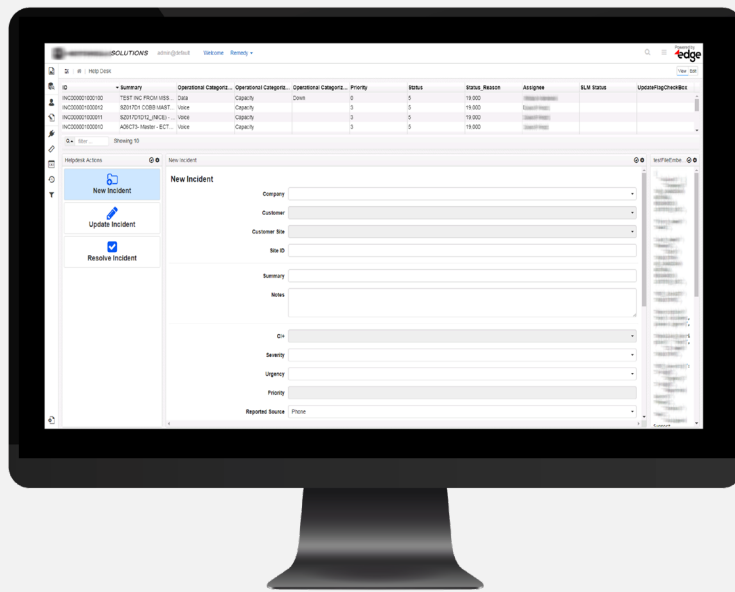
The Customer

A Global Provider of Mission Critical Communication Solutions and Services that serves more than 100,000 public safety and commercial customers across more than 100 countries. They design and develop devices including radios and the infrastructure that supports them.

The Challenge

With a majority of first responders using the company's hardware and infrastructure, timing and accuracy were of great importance. The company had multiple systems that could map wireless EMS coverage, but they did not have one system that could provide a comprehensive view of their communication coverage. Additionally, the NOC agents had to perform multiple manual searches over time for incidents and alerts/events which were potentially related to a specific incident and manually create an association, as well as the increased time constraints needed to manually search for and link parent + child incidents. The company's needs included:

- ▲ A single view of correlated data for ticketing
- ▲ Single click navigation and write-back to update across multiple tools
- ▲ A visual with topographical layering that provided clear insight into dead zones and areas of weak signals
- ▲ Clear identification of all assets in the field



The Solution

FAST RESPONSE, VISION ESSENTIAL

By using Edge's Single Point of Control solution, the tools and systems for ticketing and network infrastructure were integrated and provided the company with a single visualization that provided the necessary clarity in real time, as well as enabling write-back to underlying tools and systems. The Single Point of Control enabled:

- ▲ Increased operational efficiency
- ▲ Workflow Optimization
- ▲ Linking Parent + Child Incidents
- ▲ Converged Network topology map

The Benefit

Edge provided a Single Point of Control for EMS coverage which leads to faster response times and the potential for more lives saved by first responders.

The enhanced visibility to systems and tools decreased MTTI/MTTR and increased the ability of first responders to relay mission-critical updates and requests that are time-sensitive with confidence by using the company's devices and networks. The increased visualization capabilities of the converged network topology map provided clarity and identification of "dead zones" which reduced the chance of miscommunication in the field due to lack of coverage.

By querying Remedy in real time and using the write-back feature, NOC agents can associate mass batches across queries with 1 click. Edge provided the company with a Single Point of Control that enabled enhanced ticketing workflows for a 96% increase in efficiency and productivity and over 80% reduction in MTTI/MTTR.

Edge Total Intelligence is a next generation Intelligent Workflow Automation vendor that uniquely combines data visualization, tool integration, human & machine intelligence, task automation & virtual assistants to create highly optimized workflow execution that measurably reduces the risks and threats that could ultimately impact your brand reputation. Edge provides situational awareness with actionable insights & automation through a Single Point of Control. With best of breed integrations for an ever-growing number of security, compliance, and business solutions, Edge provides rapid time-to-value and allows you to understand fast, and act faster.

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