



Edge Web Hosting



Company Facts

- Location: Baltimore, Maryland
- Industry: Managed Cloud Hosting Services
- Number of Employees: 50
- Web site: <http://www.edgewebhosting.net>

“Thanks to Epicor ITSM, we’ve been able to scale our managed cloud hosting business successfully. It’s at the heart of everything that we do.”

Vlad Friedman | CEO and Founder | Edge Web Hosting

As an innovative provider of managed cloud hosting services, Edge Web Hosting delivers customers 100% uptime at a predictable monthly cost. The company’s solutions encompass outsourced managed hosting of public/private clouds and mission critical clusters. Edge’s managed hosting solutions comply with security standards such as PCI, SSAE16, SAS70, HIPAA and FISMA.

Located in Baltimore, Maryland, Edge Web Hosting’s mission is to help customers leverage its people, experience and infrastructure to help them “Stay Up, and Sleep More.”

For three consecutive years, Edge Web Hosting has been named in the Inc. 5000 list of fastest growing companies in the United States. To continue exceeding customer expectations while managing growth, Edge needed an upgraded platform to manage IT service demands.

The Challenge

In 2008, Edge Web Hosting evaluated nearly 35 systems to find the best solution to fit their needs. Edge wanted a system to be based on proven enterprise technologies such as Microsoft® SQL Server®. The requirements also dictated the platform be extendable, accessible via an API and scalable to become the central data repository of all organizational knowledge. Initially, the platform was to be used for CRM, quoting, ordering, billing, provisioning, configuration management, credential management, IP management, customer interactions, support and security.

Success Highlights

Challenges

- Edge had been using several disconnected systems to fulfill its CRM, ITSM, and CMDB needs
- Migrate data from multiple data sources and different data structures into a unified data repository
- Create a single pane of glass view into an environment for engineers

Solution

- Epicor IT Service Management System (ITSM)

Benefits

- Robust set of service management features that support key IT processes
- Comprehensive Web services API allowed Edge to create a purpose built portal for their customer needs
- Cohesive IT service operation

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Vlad Friedman | CEO and Founder | Edge Web Hosting

Previously, Edge Web Hosting had eight disparate systems in disconnected databases. To improve efficiency and response times, Edge needed to consolidate into an all-in-one solution. “The biggest challenge was bringing together unstructured data to create a single pane of glass view so engineers could have a clear understanding of a customer’s environment or server while managing an incident, problem, or service request,” said Vlad Friedman, CEO.

Propel Company Efficiency

Epicor ITSM proved to be the best solution because it offered Edge Web Hosting a comprehensive customized solution that was intuitive, flexible and scalable. “Epicor ITSM was very extendable, robust, and easy to develop within our system. We needed a solution that could customize to fit our business rather than adapting our business to the limitations of a platform. The combination of easy to use web service APIs, attribute based data storage and an object model allowed us to create relationships between organizations, people, datacenters, servers, applications and tickets that were not possible with any other platform,” said Friedman. Epicor ITSM consolidated 13 years of information into one central data warehouse.

Epicor ITSM was the only tool that had the ability to combine all of the disconnected pieces of data for all department needs into a single unified platform. With the CRM built in, the quoting system, combined with Edge’s enhancements, has drastically reduced the time and effort required to take a customer from opportunity to production.

The system currently allows Edge’s operations and engineering teams to efficiently support 20,000 websites running across more than 2,000 servers and devices, from Fortune 500 to SMB in both domestic and international markets.

Exceeding Expectations

Within the first year, the system paid for itself, commented Friedman. “If we hadn’t implemented a new ITSM system, we would have faced some real challenges continuing to scale and grow the company while improving the customer’s experience.” Our objective is to upgrade every year and stay current on versions moving forward.

“Thanks to Epicor ITSM, we’ve been able to scale our managed cloud hosting business successfully. It’s at the heart of everything that we do,” said Friedman.

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



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