

EASY ACCESS TO EXPERT ASSISTANCE WHEN YOU NEED IT MOST

EdgeCare is an enhanced support solution that provides access to technology experts when you need them the most. Our team can help with any challenge, whether that requires advising, hands-on keyboard work, or critical assistance response. The Edge Solutions team becomes an extension of your team to provide coverage where you need it. Think of us as credits you can apply to the type of technology service your business needs most.

WHY EDGECARE

Edge Solutions experts work every day with organizations just like yours, to assess, plan, deploy and optimize infrastructure environments. Our team uses a continuous evolution process to help you accelerate your adoption and technology from whatever part of the adoption curve you are at today.

Edge's team of architects and engineers experts can augment your staff with up-to-date skills available at a moment's notice. Our experience in measuring, baselining, and analyzing existing infrastructure deployments quickly and accurately translates into better results for your business. Whether you are just starting out or have had infrastructure systems in place for years, our action plans and recommendations will help you to evolve your methods and systems more quickly, with less wasted effort and investment.

EdgeCare is purchased upfront and allows you to leverage consultants as an extension of your team. Hours can be utilized within a year of purchase and are not limited to any specific skill set. Your environment is unique, and EdgeCare is designed to maximize your return on support.

CABABILITES

- Architecture / Configuration guidance on deployment of new infrastructure
- Assessments to ensure health of new and previous investments
- Quarterly Patching
- Audit Remediation
- Lab as a Service
- Health Checks
- DevOps Scripting Automation
- Workflow Optimization
- Audit Artifacts
- System Optimization



EDGEcare

TALK TO AN EDGE SOLUTIONS SERVICES CONSULTANT TO LEARN HOW EDGECARE CAN SUPPORT YOU.



SEGMENTED WORKSTATIONS

PROBLEM The client requested assistance with segmenting its call center in light of steadily increasing compliance requirements and the added burden of a suddenly remote workforce.

SOLUTION Edge proposed a bakeoff between three different solutions, AWS Workspace One in Client's AWS environment, WVD in Client's Azure environment, and on-prem VDI using Horizon View in Client's vSphere infrastructure.

OUTCOME Edge and Client jointly tested usability, flexibility to adjustments as required by the business (frequent in nature), and overall operations enablement for the support team. We created a custom scorecard that allowed the Client to adjust the weighting of feature importance and make an informed decision on next steps.

NETWORK MODERNIZATION

PROBLEM The client was dealing with constant loss of connectivity for both wired and wireless users along with multiple single points of failure within the network.

SOLUTION Edge proposed a comprehensive security and network assessment to determine the operational capabilities of existing infrastructure and identify security gaps and opportunities for improvement. These results were used in a design workshop to help create a greenfield network environment that supported current company objectives and addressed security flaws to prepare them for the future.

OUTCOME Edge designed, installed, and performed a complete migration with zero downtime, facilitating not just business growth but the acquisition by the Client of a competitor and quickly consolidating systems.