ABOUT US

Edge designs, builds and manages end-to-end technology solutions specific to the hotel industry.

We provide hoteliers with a **comprehensive solution for all technology requirements** from initial strategy to systems deployment to ongoing managed services nationwide.

A TEAM READY TO MEET TODAY'S IT CHALLENGES

HOSPITALITY SERVICES

Hotel Openings and Transitions

Infrastructure Design & Support

Managed IT Services

Professional Services

Cybersecurity

Hotel PBX

Network Monitoring & Management

Voice Services

WiFi

Circuit Acquisition & Management

HOTEL OPENINGS AND TRANSITIONS

Professional Services

- ☑ Technology due diligence and assessment
- ☑ Technology development plan and implementation
- ☑ Network design, deployment and management
- ☑ RFP development, vendor selection and management
- ☑ Vendor contract administration
- ☑ Hotel application integration
- ☑ Onsite and remote project management
- ☑ Field installation
- ☑ Systems training
- ☑ IT related procurement
- ☑ Workstation and peripheral setup
- ☑ Onsite and remote engineering
- ☑ Circuit ordering, management, and billing
- ☑ Project and account management

MANAGED IT SERVICES

Hotel IT environments involve many different companies and integrated systems.

- ☑ 24/7 remote and onsite desktop support
- ☑ Tier 1 - Tier 4
- ☑ Third party vendor management
- ☑ Contract administration and "special project" deployments
- ☑ Customized packages

Outsource all of your IT support or supplement your existing in-house team.

edge®

24h

We manage all of them for you

MANAGED IT SERVICES

- ☑ Email
- ☑ PMS
- ☑ POS
- ☑ CRS
- ☑ CRM
- ☑ GDS
- ☑ TV

- ☑ Phones
- ☑ WiFi
- ☑ Circuits
- ☑ Security Cameras
- ☑ Desktop Support
- ☑ Task Management
- ☑ Engagement Platforms

- ☑ Concierge Software
- ☑ Key Systems
- ☑ Reservation Systems
- ☑ Lighting
- ☑ Music
- ☑ Admin Network
- ☑ Server Support

CYBERSECURITY

Our broad portfolio of cybersecurity services and staff of Certified Information Systems Security Professionals (CISSPs) work to prevent, detect, respond to, and remediate cyberattacks.

Services

- ☑ Managed Firewall
- ☑ Security Awareness Training
- ☑ Managed Detection & Response
- ☑ One-time Vulnerability Scanning
- ☑ Managed Vulnerability Management
- ☑ End Protection W/Advanced Malware Protection
- ☑ Multi-Factor Authentication
- ☑ Managed Email Security
- ☑ Incident Response & Forensic Services
- ☑ Penetration Testing
- ☑ Security Risk Assessment
- ☑ Virtual Chief Information Security Officer (VCISO)

NETWORK MONITORING AND MANAGEMENT

Our dedicated NOC can assist with real-time adds, moves and changes while monitoring and maintaining your network.

Remote Features

☑ 24/7 monitoring, management, and support

☑ Remote realtime moves, adds, changes

☑ Dedicated system administrator

☑ Experienced team of experts

Onsite Features

☑ Field dispatch and management

☑ Repair and replace

☑ Technical support

☑ Training

WIFI

Edge designs, installs, certifies, and manages highly engineered customized wireless networks that deliver optimum reliability and performance.

Features and Services

- ☑ WiFi coverage throughout the property
- ☑ Secured WiFi connections via WPA-2
- ☑ Click-through captive portal
- ☑ Predictive and post-deployment heatmaps
- ☑ Performance validations
- ☑ Network support of WiFi-enabled services and devices
- ☑ 24/7 monitored and managed network support for hotel guests and administrative staff

INFRASTRUCTURE DESIGN AND SUPPORT

Our highly skilled engineering team will assist with design, development, implementation and management of your infrastructure.

Design and Configuration

- ☑ Network Topology
- ☑ VLAN Segmentation
- ☑ Switch Configuration
- ☑ Firewall Policy
- ☑ WiFi

Troubleshooting

- ☑ Routing Configuration Review
- ☑ Switching Configuration Review
- ☑ Firewall Configuration Review
- ☑ Log Analysis

PROFESSIONAL SERVICES

Whether it be management or deployment of a project, our highly skilled team of hospitality focused experts can assist.

Services

- ☑ Project Management
- ☑ Project Deployment
- ☑ Field Services
- ☑ Network Engineering
- ☑ System Engineering

HOTEL PBX

Our team has developed a cost effective premise-based hotel PBX system.

Features

- ☑ Call forwarding, transfer, routing, parking, waiting, queuing and three-way calling
- ☑ Room status
- ☑ Customized automated attendant
- ☑ Dial by name directories
- ☑ Conference bridges
- ☑ Customized ring groups
- ☑ Voicemail
- ☑ Voicemail-to-email conversion
- ☑ Customized on hold music
- ☑ Automatic Call Distribution
- ☑ Simultaneous ringing
- ☑ Automated wakeup call service
- ☑ PMS integration

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VOICE SERVICES

Edge's secure, reliable SIP Trunking is delivered via our state-of-the-art network with industry-leading features.

Features

- ☑ SIP Trunking
- ☑ Unlimited local and long distance minutes
- ☑ Unlimited simultaneous calls
- ☑ International calling
- ☑ Toll Free
- ☑ E911 services and notifications

CIRCUIT ACQUISITION AND MANAGEMENT

Our professional circuit provisioning staff delivers the best available carrier services by leveraging our wholesale and resale relationships with all our major national and regional carrier partners.

Services

- ☑ Bid solicitation
- ☑ Circuit acquisition and documentation
- ☑ Pre-install coordination
- ☑ Onsite circuit installation
- ☑ Performance and quality assurance testing
- ☑ Telco audits and assessments
- ☑ Billing management

THE EDGE ADVANTAGE

☑ Offers a unique blend of hospitality and communications expertise to the hotel industry.

☑ Seasoned team of in-house engineers, developers and system administrators for application integration and emerging technology evaluation.

☑ Design and deployment of robust, high availability network infrastructure to scale with emerging technologies.

☑ Improves operational efficiency by providing one solution for circuit acquisition, voice, data, WiFi, network infrastructure and application integration.

☑ Dedicated single point of contact in the organization for all communications and technology services.

☑ Enhanced guest experience by providing exceptional remote and onsite support 24/7.

SKILLS MATRIX

SWITCHING	PBX SYSTEMS	WiFi	FIREWALLS	OPERATING SYSTEMS
Cisco	Edge EOS2	IEEE 802.11	Cisco	Windows Workstation
Aruba/HP	NEC SV9100	Cisco Meraki	Palo Alto	Windows Server 2008
Avaya	NEC SV9300	Aruba	Fortinet	Windows Server 2012
Juniper	Avaya Aura	Motorola/Extreme	Juniper	CentOS
Netgear	Avaya IP Office	Ruckus	IPTABLES	Ubuntu
Dell	Cisco UCM	Aerohive	IPSEC VPN	MAC OS
	Panasonic	Ubiquiti	SSL VPN	VMWare
	Edge Hosted			ESXi

VOICE	TRANSPORT	IT SERVICES	COMPLIANCE	SECURITY
Sonus SBC	Calix E7	Active Directory	PCI	Security Information
Transnexus	Versatek DSLAM	Office 365	HIPAA	Events Management (SIEM)
Edge DIDFS	Motorola DSLAM	File Server	GDPR	Antivirus/Antimalware
Adtran IAD	Ceragon IP-10	Print Server	CCPA	Penetration Testing
Audiocodes IAD	Ubiquiti Backhaul		ISO 27001	Vulnerability Scanning
SIP Services				Network Assessment

CERTIFICATIONS

NEC IP
NEC UNIVERGE SV9300 Foundation
NEC License Manager Client R4.0 Installation
NEC UNIVERGE SV9300 IP DECT Installation
NEC Communications Analysts
NEC IPVSR Installation and Configuration
Avaya Integrating Aura Core Components
Avaya Integrating Aura Communication Applications
Avaya CS1K
Administering Cisco Unified Communications
Cisco Certified Network Associate (CCNA) - Network
Cisco Certified Network Professional (CCNP) - Network
Cisco Certified Internetwork Expert (CCIE) - Network
Cisco Certified Network Associate (CCNA) - Collaboration (voice)
Cisco Certified Network Professional (CCNP) - Collaboration (voice)
Cisco Certified Internetwork Expert (CCIE) - Collaboration (voice)
SIP Sense Associate (SSA)
SIP Sense Certified (SSC)
SIP School Certified Associate (SSCA)
Juniper Enterprise Routing and Switching Associate (JNCIA-Junos)
Juniper Enterprise Routing and Switching Specialist (JNCIS-ENT)
Juniper Enterprise Routing and Switching Professional (JNCIP-ENT)
Junos Security Specialist (JNCIS-SEC)
Junos Security Professional (JNCIP-SEC)
Juniper Design Associate (JNCDA)

Aruba Certified Mobility Professional (ACMP)
Aruba Certified ClearPass Associate (ACCA)
Extreme Networks Certified Specialist (ECS)
Fortinet NSE1
Fortinet NSE2
Fortinet NSE3
Fortinet NSE4
Palo Alto Accredited Configuring Engineer (ACE)
EnCase Digital Forensics
EC Council: Certified Ethical Hacker (CEH)
Alienvault Certified Security Engineer (ACSE)
Certified Information System Security Professional (CISSP)
ISACA Certified Information Security Manager (CISM)
Offensive Security Certified Professional (OSCP)
Cylance Certified
Tenable.io Certifications
Nessus Certificate
Rapid7 InsightVM Certified Engineer
Rapid7 InsightIDR Certified Engineer
VMware Technical Sales Professional
VMWare Sales Professional
VMware Certified Professional
OpenStack
ITIL Foundation V3

OUR CUSTOMERS INCLUDE

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PROPER

SONESTA
HOTELS AND RESORTS

HEI HOTELS+ RESORTS

CIM

sbe

DREAM HOTEL GROUP®

1 HOTELS

THE Kessler COLLECTION

THE LANGHAM
HOTELS & RESORTS

EQUINOX HOTELS

OUR PARTNERS INCLUDE

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