



New Edge Networks Partners with generationE Technologies

GenerationE Technologies, a premier IT service management solution provider, recently partnered with New Edge Networks in Vancouver, Wash. to implement the newest version(7) of both the market-leading BMC Remedy ARS and ITSM solutions.

For Immediate Release

OAK BROOK, Ill./EWorldWire/July 11, 2007 --- GenerationE installed the BMC Remedy ARS, ITSM Suite and did three integrations with external (non-Remedy) systems using Web services, as well as providing assistance in getting the LDAP and people integrated into Remedy. Jim Wilson, New Edge's VP of IT, credits generationE with taking the company to a new level of expectations from service vendors. "GenerationE did an absolutely flawless job of getting in and helping us to define our needs and the best path to a solution. The generationE consulting team has a knack for being able to get a handle on the situation at hand. GenE absolutely exceeded all of our expectations and made this very complex implementation go very smoothly. The partnership with us has helped us to make significant progress toward our business service management goals."

Casey Kindiger, founder and CEO of generationE, says this implementation is an example of the strength and depth of the consulting staff. "GenerationE is pleased to be able to call New Edge one of its customers. The Remedy implementation was a milestone in our relationship and has once again demonstrated our ability to tailor our services to specific customer needs on an enterprise scale."

Regional Director Tony Bolander added, "I was very pleased with the way we tackled this challenging project and met New Edge's requirements in a very timely manner."

About generationE Technologies

GenerationE Technologies is an IT solutions provider of business service assurance and management solutions. Best-practice disciplines span IT service management and enterprise systems management, offering robust and scalable solutions that include network management, security management, help desk implementation and service level management. Partnered with software vanguards such as BMC Software and IBM Tivoli, generationE provides integration services for "best-of-class" technology solutions that include implementation, training and support services for these products. GenerationE Technologies has customers across the U.S. and is headquartered at 2607 W. 22nd Street, Suite 47, Oak Brook, IL 60614; (630) 242-5600. For more information, visit (<http://www.generationEtechnologies.com>)

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