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## Progress Software's Depth And Extensibility Lead In Standalone SOA Management Solutions

The Forrester Wave™ Vendor Summary, Q4 2007

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### EXECUTIVE SUMMARY

In our Forrester Wave™ analysis of standalone service-oriented architecture (SOA) and Web services management solutions, Progress Software's solution rated within our Leader category, with broad and deep visibility into SOA implementations, strong active management of services, and a strong architecture for extensibility.

### PROGRESS SOFTWARE IS BEST SUITED FOR COMPLEX AND CUSTOMIZED SOA PLATFORMS

The SOA management solution from Progress Software's Actional division includes Actional for Continuous Service Optimization (CSO), which is the core SOA management product, and a security product called Actional for Active Policy Enforcement (APE). A third product, Actional for SOA Operations, provides a subset of CSO's functionality for buyers that want to start smaller. Actional has a unique place in the market because the Actional division (like other divisions of Progress Software) is managed like a pure-play whose products must stand on their own, but it still enjoys the financial backing of a \$450 million, multiproduct IT vendor. Thus, while Actional has integration with products from other Progress divisions, it has no special loyalty that restricts it from integrating just as well with competing products. Progress Software is one of the two Leaders in our evaluation.

Forrester evaluated Progress Software's current offering and strategy for standalone SOA and Web services management solutions against approximately 100 criteria (see Figure 1). Overall, the solution has consistently strong feature-function across our criteria. Its most unique strengths are its active management features and its extensibility. For active management, the solution includes a feature that Progress calls "service stabilizers," which facilitates stronger separation between the identification of an operational issue or condition and the means of handling it. The solution's extensibility is fostered by at least 11 software development kits (SDKs) that allow customers to extend many aspects of the product's functionality, such as monitored endpoints, authentication providers, policy conditions, and more.

Progress has good integration with enterprise IT management vendors, but the integration will not go as deep as an enterprise IT management vendor's integration with its own SOA management solution would. Considering its strengths and weaknesses, Progress Software's Actional solution is an especially good fit for buyers that:

- **Need to quickly implement comprehensive SOA management.** Actional's solution has the breadth and depth to be the center of an SOA management environment. Its depth of monitoring of service



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implementations greatly facilitates problem isolation, and its full set of features in one package lends itself to faster implementation.

- **Do not have a dominant enterprise IT management vendor.** If you have a dominant enterprise IT management vendor, you may want to examine the solution that the vendor offers so as to get the deepest integration between SOA management and the rest of your IT management. Even if you do have such a vendor, you can achieve some integration via Actional's multiple mechanisms for integration, with particular features for built-in integration with Microsoft Operations Manager.
- **Need the flexibility to develop customized solutions for the deepest SOA management.** Actional's SDKs will allow customers to take the solution exactly where they need it to go. In addition to SDKs for monitoring new protocols and message payload types, there are SDKs for authentication, authorization, security credential mapping, custom conditions for policies, and several other functions.

To see how Progress Software stacks up against five other competitors, see the Forrester Wave evaluation of the standalone SOA and Web services solutions market.<sup>1</sup> In addition to the solutions in this Forrester Wave analysis, it is important for architects to consider the embedded SOA management features in their existing application platforms and integration platforms.<sup>2</sup>

**Figure 1** Progress Software SOA Management Solution Evaluation Overview

CURRENT OFFERING	
Products included	<ul style="list-style-type: none"> <li>• Progress Actional for Active Policy Enforcement 7 (APE).</li> <li>• Progress Actional for Continuous Service Optimization 7 (CSO).</li> <li>• Progress Actional for SOA Operations 7 (a subset of CSO).</li> </ul>
Core SOA management	Progress' solution for core service-oriented architecture (SOA) management provides consistently strong functionality in one integrated product. Particular strengths include visibility into service implementations, performance and availability management, alert and event specification, autoresponse features, core solution architecture, software development kits (SDKs) for customization, problem diagnostics, and process discovery.
Extended SOA management	For extended SOA management, Progress' solution adds a security product, giving the solution strong security functionality integrated into core SOA management, though with a separate administrative UI. Particular strengths for extended SOA management include identity management integration, production governance, and custom policies oriented around business data.
Additional SOA features	Progress' solution provides additional SOA features, including basic business activity monitoring, versioning of service policies (to support version resolution), and good message transformation with pluggable custom message transformation.
Other SOA infrastructure products	Progress has additional products for attack protection, application development, application integration, data integration, legacy integration, and event management.
STRATEGY	
Product strategy	Progress' plans include extending its range of platform visibility and protocol management, deeper integration with enterprise IT management, additional governance integration, additional standards support, and deployment of policy outside of its own enforcement points. Progress has a strong view of enterprise SOA management requirements, including deep visibility across platforms and technologies, strong business process visibility and linkage, providing customized tools to diverse SOA stakeholders, and high scalability.
Cost	Progress' solution cost is a factor of the number of nodes running managed services and the number of central management and security servers required to handle geographically distributed deployments.

Source: Forrester Research, Inc.

**Figure 1** Progress Software SOA Management Solution Evaluation Overview (Cont.)

MARKET PRESENCE	
Installed base	Progress has about 60 customers for its core SOA management products and close to 500 customers across its entire line of SOA products.
Total revenue	\$458 million.
Services	Five systems integrators (SIs) have implemented Progress' SOA management solution, and Progress claims that 80 employees and SI consultants are trained on its SOA management solutions.
Global presence	Progress has dedicated employee-based SOA management presence and partner presence in North America, Europe, and rest of world.
Technology partners	Progress has a handful of resellers and four product integration partners.

Source: Forrester Research, Inc.

## SUPPLEMENTAL MATERIAL

### Online Resource

The underlying spreadsheet for Figure 1 is available online. The spreadsheet includes more detailed data and scores for this vendor.

This detailed data and scores for this vendor are also available online through an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings.

### The Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we then narrow our final list. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave document — and then score the vendors based on a clearly defined scale. These default weightings are intended only as a starting point, and readers are

encouraged to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve.

## ENDNOTES

- <sup>1</sup> Forrester evaluated leading standalone service-oriented architecture (SOA) and Web services management solution (or simply, SOA management) vendors across 100 criteria and found that Progress Software and AmberPoint, by virtue of their singular focus on the space, have the richest and cleanest solutions. IBM's offering is also strong, and it has many points of integration with the rest of IBM's Tivoli product line. SOA Software's solution includes SOA governance, but it lacks deep visibility into service implementations. Hewlett-Packard's solution has the best monitoring console and availability reporting, as well as integration into the vendor's IT management products. Java and .NET users will find much to like in CA's solution, which has the deepest visibility for service implementations centered on Java and .NET. When evaluating options for SOA management, in addition to these standalone solutions, it is very important to consider the embedded SOA management features of your existing application platform and integration platform vendors. See the October 22, 2007, "The Forrester Wave™: Standalone SOA And Web Services Management Solutions, Q4 2007" report.
- <sup>2</sup> Application platforms and integration platforms often have monitoring features that can be used to achieve at least some level of SOA management. Some have a high degree of SOA management functionality. Thus, it is important for architects to consider the embedded SOA management features of their existing platforms in addition to evaluating standalone SOA management solutions. See the October 22, 2007, "Embedded SOA Management Solutions" report.