



OPERATIONAL
RESPONSIVENESS

BUSINESS MAKING
PROGRESS™

PROGRESS
SOFTWARE

WHAT IF...

You could make the right things happen for your business, in the right way, at the right time, every time, even when faced with the unexpected?



THAT'S OPERATIONAL RESPONSIVENESS

It's more than business process optimization. It's about plugging decision makers at every appropriate level into business activities and giving them the ability to respond to the unexpected and effect change immediately.

It's exactly what you can achieve with Progress Software. Our customers are creating new opportunities, driving efficiency, and reducing risk. Read their stories. See how they are making progress and becoming more operationally responsive. And think what this could mean to your business.

[AUTOTRADER.COM](#)

[BGN SELEXYZ](#)

[CERN](#)

[ICE.NET](#)

[LUXEMBOURG STOCK EXCHANGE](#)

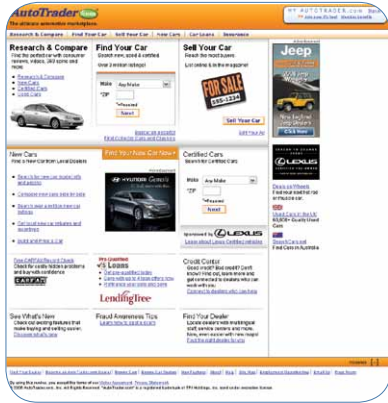
[PERNOD RICARD](#)

[PREMIER MANUFACTURING](#)

[VOLVO CARS BELGIUM](#)

AUTOTRADER.COM

SPEEDS AHEAD ON A MAGIC BUS



AutoTrader.com helps sell more than 3 million vehicles from 40,000 dealers and a quarter of a million private owners. More than 13 million buyers visit their Web site every month. Autotrader.com needed more IT agility to support this rapidly growing and diverse business.

Progress® Sonic® ESB was the perfect integration solution to help AutoTrader.com deal with their highly distributed, heterogeneous IT infrastructure. So perfect, they called it “The Magic Bus.” The Magic Bus became their de facto integration backbone and real-time data delivery system. It eliminated point-to-point connections between applications, standardized protocols, and guaranteed delivery of requests.

Most importantly, it enabled Autotrader.com to get new products to market fast in a time-sensitive, highly competitive business.

BUSINESS MAKING PROGRESS™

With a more efficient IT organization, AutoTrader.com can rapidly develop new applications that improve the customer experience, speed up support operations, and deliver seamless integration across their extended enterprise. They have moved from an agile to an operationally responsive enterprise. What does that mean?

Their new Dealer Site helps dealers to become more responsive, enabling them to manage their own listings in real time. Automated fraud detection reduces risk, detecting threats in real time and enabling immediate action. The time to process a single advertising order has dropped from 2-to-4 hours to less than a minute. Order entry errors have been reduced from 20% to zero. And provisioning a toll-free number has gone from 4 hours to instantaneous. That's as responsive as you can get!



BGN SELEXYZ

BOOKS ITS PLACE IN RETAIL HISTORY

When you open a SmartStore, you better have smart technology to back it up. So when the largest book retailer in the Netherlands, Boekhandels Groep Nederland (BGN), wanted to gain visibility into its supply chain operations and enrich the overall customer experience, it turned to Progress Software.

BGN uses the Progress® Apama® event-driven platform to analyze item-level RFID data in real time and issue shipping notices to their distributors. They also use Progress® OpenEdge® as their core business platform for managing inventory. To integrate their back-office functions to their retail store operations and RFID event management, they chose Progress Sonic ESB.

The result is greater visibility into supply chain operations, an enriched customer experience, and reduced labor and inventory management costs from the world's first item-level RFID and SOA-based retail store.

BUSINESS MAKING PROGRESS™

With more than 40 stores, 11 million visitors a year, up to 40,000 books sold per day, and the competition as close as a Web browser, BGN needed to lower costs—without adversely impacting customer service. They needed an operationally responsive enterprise.

With Progress, the company eliminated the need for in-store IT administrative staff while increasing the responsiveness of its processes and customer service. The time it takes to check inbound boxes went from 6 minutes to less than 10 seconds. RFID tagging reduced the time and labor needed to process inbound deliveries while also increasing shipment handling accuracy. These improvements in operational responsiveness led to greater supply chain efficiency and enhanced the customer experience.

CERN

ACCELERATES WITH A UNIVERSAL MESSAGE

When you're trying to understand the origin of life, the universe, and everything in between—system downtime is not an option. CERN, the European Organization for Nuclear Research, explores the origins of matter using the world's largest machine, a 27km particle accelerator. Collecting, storing, and distributing data to support this machine required a powerful, scalable, and centralized monitoring system.

CERN uses Progress® SonicMQ®, the industry's most robust and resilient enterprise messaging system, to form the communications infrastructure for their Technical Infrastructure Monitoring system (TIM). TIM monitors a heterogeneous infrastructure composed of more than 150 systems with 50,000 measuring points that generate 2.6 million items of information daily.

With SonicMQ as the reliable backbone of CERN's entire technical infrastructure, the world's scientists can be sure they have the data they need to understand the origins of the universe.

BUSINESS MAKING PROGRESS™

When a thousand 15-meter magnets are firing particles into each other at the speed of light to recreate the Big Bang, there's no time to worry about system availability.

With Progress, 6,000 scientists from around the world have uninterrupted access to CERN's data to solve the world's most complex challenges. All the information they need from CERN's monitoring system is funneled through SonicMQ.

This creates an extremely scalable messaging infrastructure that has the operational responsiveness to cope with the constantly increasing amounts of data that will be generated over time as CERN moves closer towards understanding the origin of life, the universe, and everything in between.



ACCELERATE

ICE.NET

CONNECTS EVERYTHING



ice.net was created in 2006 to bring 3G mobile coverage to large areas of Scandinavia. The company concentrates on identifying new opportunities in the market and quickly developing offerings to match them. That sounds like operational responsiveness, and that means Progress Software.

As a quasi-virtual company, ice.net had to integrate many partners' technologies—and quickly. They chose Progress Sonic ESB and Progress® DataXtend® Semantic Integrator (SI) for integration of all their internal, outsourced, and partner systems, including a common data model and support for the industry's SID model.

ice.net has gone from being virtually unknown to being the operator with the best geographic 3G coverage in Sweden in less than a year. That's progress.

BUSINESS MAKING PROGRESS™

With the help of Progress, ice.net can deploy new systems as soon as they're identified and quickly move them out when they're outgrown.

The telecom has gained significant increases in productivity as a result of the ease of integrating different systems. A 3-person IT department covers both Norway and Sweden, where many more would have been needed before. ice.net has also moved to a new customer database without any service interruption using DataXtend SI.

ice.net is now the operator with the best 3G coverage in Sweden by gaining greater operational responsiveness made possible by Progress Software.

LUXEMBOURG STOCK EXCHANGE

TRADES IN INFORMATION



You're the major European listing center for corporate bonds. You handle 28,000 international bond issues representing 60% of the international bond business. And you list 6,500 investment funds in nearly 20 currencies as well as 200 Global Depository Receipts from issuers in emerging countries. What do you do when your order volume explodes?

Like the Luxembourg Stock Exchange (Bourse de Luxembourg), you'd implement the Progress Sonic ESB. Sonic ESB is the foundation for a lightweight, distributed integration solution. It improves information processing and communication across heterogeneous platforms and data formats used by the Exchange's customers and partners.

The Exchange now delivers the right information to the right place, at the right time, to the right client, partner, regulator, or employee. That's the responsiveness and flexibility of Sonic ESB.

BUSINESS MAKING PROGRESS™

The Luxembourg Stock Exchange has two core activities. It receives data for trading and regulatory compliance, which it then provides to customers like Reuters and Bloomberg. To compete with other exchanges, it needed an operationally responsive, flexible IT infrastructure to communicate across many different data formats in real time. That's why it selected Sonic ESB.

The Sonic ESB enables the Exchange to integrate various data services using its in-house workflows—for faster time to market of information. What's more, because Sonic ESB runs on its existing systems, the Exchange can build on previous technology investments.

PERNOD RICARD

MAKES A VINTAGE DECISION

With an extremely perishable product and a supply network involving 500 independent growers, 3,000 individual vineyard blocks, 200 harvest operators, 95 independent trucking contractors, 6 corporate wineries, and up to 16 contracted ones—Pernod Ricard couldn't afford inefficiency.

To streamline their supply chain, Pernod Ricard adopted a service-oriented architecture (SOA) based on Progress Sonic ESB. They use the solution to orchestrate software, data sources, and data translation services to respond to requests for grape maturity information and logistics plans from all 600 of their subcontractors.

Greater efficiencies have enabled Pernod Ricard to take their vintages from the bargain basement to the premium section of the wine store.

BUSINESS MAKING PROGRESS™

Because grape losses can occur at various points due to rain, temperature, or processing delays—any improvement in supply efficiency can save millions of dollars.

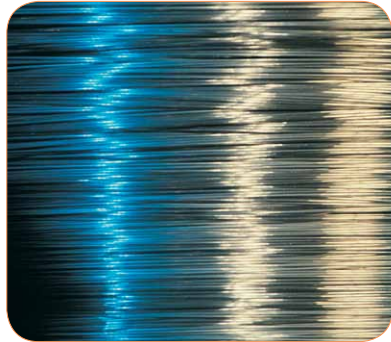
Pernod Ricard was able to shorten the process for determining the best time to pick grapes from 24 hours to less than 3 minutes. And throughput of trucks at wineries has improved now that crusher usage can be more accurately scheduled in advance. A new grower portal and mobile data delivery have improved communication across the extended supply chain.

The improvements in operational responsiveness—in particular, in supply chain efficiency and enhanced decision support—have improved Pernod Ricard's vintage intake by millions of dollars—proving Progress' selection was a vintage decision.



PREMIER MANUFACTURING

MAKES A MILLION



Two plants. Three shifts a day. Seven days a week. That's a lot of employees punching the clock. In fact, Premier was spending \$3,000 a week just handling time cards. When leading industrial HVAC manufacturer Premier Manufacturing wanted to capture more information about production to improve performance, make better use of their workforce, and reduce costs to improve their competitive position in a global market—they turned to Progress Software.

To free staff from manual data tracking activities, Premier chose a Progress OpenEdge-based application to collate data from machines. They used Progress Sonic ESB to integrate data with their MRP and ERP applications. Progress Apama then captures and analyzes shop floor events in real time.

The result? Far more insightful visibility into operations, reduced setup times, increased labor efficiency, and savings of nearly a million dollars a year.

BUSINESS MAKING PROGRESS™

Improved operational responsiveness has delivered benefits throughout Premier. Premier was able to save \$1 million a year through real-time visibility of production operations. The \$3,000 weekly cost of handling manual time cards has gone. Setup time has been reduced by 33%, directly saving over \$130,000 a year. Manufacturing capacity has increased by 7%, labor efficiency by 15%. Defects are down around 50%, first-past yield up 10%.

Real-time data linked to Premier's incentive pay system enables workers to get immediate feedback on their performance and earning potential, raising productivity and morale.

VOLVO CARS

DRIVES UP CUSTOMER SERVICE



Volvo Cars has a stellar reputation for innovation and safety and wanted their customer service to match. That meant improving interactions with Volvo customers and the dealer network that serves them.

Volvo dealers throughout Belgium and Luxembourg turned to Progress OpenEdge and Progress Sonic ESB to standardize on a dealer management system and interoperate more efficiently with centralized Volvo business applications.

Now, from customer order through vehicle delivery and customer service, dealers are able to track vehicle information through its entire lifecycle to ensure a consistently superior customer experience.

BUSINESS MAKING PROGRESS™

Volvo's new dealer management system has significantly improved the company's operational responsiveness, enhancing customer service and accelerating customer response times. If a customer adds an item to an order, the part order, price, and dealer accounts are all updated instantly. And 98% of all Volvo parts ordered are now delivered overnight.

All dealer staff has immediate access to the same up-to-date information, enabling them to track orders or repairs and manage the customer's experience. Dealer personnel can efficiently communicate with customers and provide the premium experience customers expect from Volvo.

OPERATIONAL RESPONSIVENESS

WITH PROGRESS SOFTWARE

Improving operational responsiveness requires capturing information about the complete business environment, using that information to drive decision making at every level, and having the ability to execute those decisions effectively.

This requires business processes and systems that can respond to changing conditions and customer interactions as they occur so businesses can capitalize on opportunities, drive greater efficiencies, and reduce risk—like the leading companies you’ve just read about.

Progress Software delivers operationally responsive business systems. Learn how our innovative technologies for open integration, data interoperability, business event processing, and SaaS-enablement can turn your business into an operationally responsive enterprise.

FOR MORE INFORMATION

READ THE OPERATIONAL RESPONSIVENESS WHITE PAPER AT
WWW.PROGRESS.COM/OPERATIONAL-RESPONSIVENESS

PROGRESS® ACTIONAL®

Management for interconnected applications for complete business transaction assurance, end-to-end visibility, security, and control from design-time to runtime

PROGRESS® APAMA®

The most powerful commercial event stream processing platform

PROGRESS® DATADIRECT®

World leader in data connectivity, used by virtually every major business application in existence

PROGRESS® DATAXTEND® SI

Leader in semantic data integration for common data models

PROGRESS® OPENEDGE®

The first complete business application platform, powering over 120,000 customer operations worldwide

PROGRESS® SONIC® ESB

The original enterprise service bus, defining distributed SOA

PROGRESS® SONICMQ®

The industry’s most robust and resilient standards-based enterprise messaging system

Worldwide Headquarters

Progress Software Corporation
14 Oak Park
Bedford, MA 01730
USA

Tel: +1 781 280-4000
Fax: +1 781 280-4095

On the Web at: www.progress.com

For international office locations and contact information,
please refer to: www.progress.com/worldwide