

# PROGRESS<sup>®</sup> ACTIONAL<sup>®</sup> FOR PROGRESS<sup>®</sup> SONIC<sup>®</sup> ESB MANAGEMENT

## OVERVIEW

Managing a complex, distributed service-oriented architecture (SOA) is a challenge. When a process fails to meet agreed-upon service levels, the source of the fault often lies downstream in a distributed system. ESB operation teams need a way to detect these problems, discover their underlying causes, assess their impact, and resolve them—quickly.

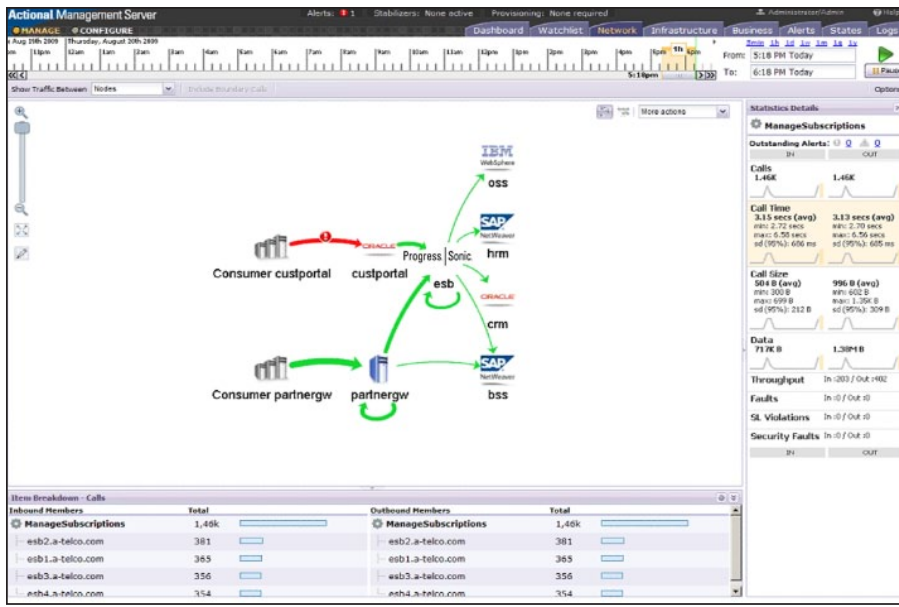
Progress<sup>®</sup> Actional<sup>®</sup> Enterprise integrates with Progress<sup>®</sup> Sonic<sup>®</sup> ESB and provides end-to-end visibility across a Sonic ESB deployment and the infrastructure it connects. Actional automatically detects service-level violations and instantly traces their root causes for visual display and countermeasures. Actional provides these benefits with virtually no overhead and the capacity to scale with a broadly deployed ESB.

## THE ECONOMICS OF SOA VISIBILITY

Organizations lacking a top-down view of their entire SOA deployment face higher risk of service-level agreement (SLA) violations and long problem-resolution

## HIGHLIGHTS

- > Enhances operational visibility across Progress<sup>®</sup> Sonic<sup>®</sup> ESB deployments
- > Extends operational visibility beyond the edge of Sonic ESB into connected infrastructure
- > Pinpoints the root cause of problems in complex distributed systems
- > Requires no change to existing ESB deployments
- > Incurs virtually zero operational overhead and latency
- > Scales efficiently with Sonic ESB for enterprise-wide deployments



Progress® Actional® visually displays the runtime relationships among ESB services as well as the IT resources connected to Progress® Sonic® ESB, including JEE and .NET applications, relational databases, and packaged applications. With Actional, you can visually trace the exact path from the SLA violation to the source of the issue.

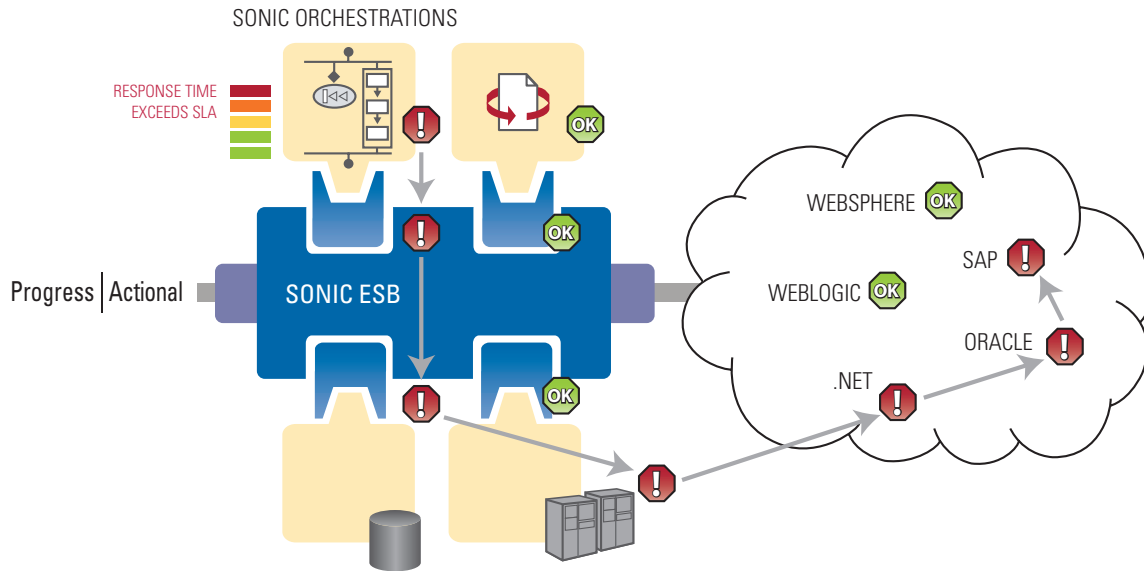
times. Actional solves these problems without the expense and inflexibility of hand-coded, custom logging infrastructure.

## DETECT AND TRACE SLA VIOLATIONS QUICKLY

Progress® Actional® Enterprise provides visibility across and beyond the edge of the Progress® Sonic® ESB deployment. In this diagram, response time on the Progress ESB orchestrations triggers an SLA violation. Actional not only detects this, but also traces its root cause across the chain of connected services. (The red check marks in the illustration above show the path of detection.) Actional discovers the “smoking gun” by tracking the actual runtime interactions of all components leading to the SLA violation.

## MONITOR END-TO-END SOA ACTIVITY: ACROSS SONIC ESB AND BEYOND

Actional Flow Mapping technology automatically discovers and dynamically tracks complex service orchestrations and intelligently routed messages as they flow through a Sonic ESB deployment. This technology also traces interactions with resources connected to the ESB, such as application servers, databases, and packaged applications—for end-to-end SOA visibility. Actional captures key aggregate and per-transaction metrics on



infrastructure performance and availability and shows all service interactions and dependencies graphically.

## UNDERSTAND SOA OPERATIONS AND SLA PERFORMANCE IN A BUSINESS CONTEXT

Actional provides a unique business perspective on SOA operations and SLA performance. It can capture user-configurable business dimensions (by customer, customer group, region, business unit, etc.) and key performance indicators (KPIs) such as order-to-fulfillment time and dollar amount sold by customer.

## GENERATE PROACTIVE ALERTS FOR SLA MANAGEMENT

Actional makes it easy to create policies that define service-alert thresholds. These policies actively manage SLAs by point-in-time or aggregate performance level service goals. When policy violations and deviations from expected behavior occur, Actional generates alerts, enabling quick action.

## TROUBLESHOOT PROBLEMS—FAST

Upon detecting a policy violation, the Actional Flow Mapping technology takes a snapshot of the end-to-end transaction. Users can trace

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an issue's root cause visually and drill down into services to quickly discover usage and performance metrics for each service involved. Faster analysis means faster problem resolution and reduced IT delays and costs.

## IMPROVE IT PRODUCTIVITY

Actional provides its end-to-end visibility without the coding or manual configuration that is necessary to achieve visibility with other products or home-grown approaches. No changes to an existing ESB deployment are required. As a result, it improves development agility and provides substantial IT time and cost savings.

## BENEFIT FROM HIGH PERFORMANCE, LOW LATENCY, AND COST-EFFECTIVE SCALING

Non-invasive Actional monitoring introduces zero duplicate processing and only microseconds of latency—for high ESB performance and cost-effective scaling on the network. Architects can scale Sonic ESB without concern that Actional will impose additional management overhead or scalability limitations.

### PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

### 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](http://www.progress.com)

Find us on [f facebook.com/progresssw](https://www.facebook.com/progresssw) [t twitter.com/progresssw](https://twitter.com/progresssw) [y youtube.com/progresssw](https://www.youtube.com/progresssw)

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