

PROGRESS[®]

CUSTOMER TRANSACTION MANAGEMENT THROUGH MAINFRAME VISIBILITY

INTRODUCTION

One of the key challenges faced by many banks today is how to ensure the integrity of huge volumes of business-critical transactions. Key to that success is the ability to provide enterprise-wide visibility into the behavior of transactions, regardless of technology platform. These transactions, such as processing a payment or opening a new account, usually involve customers or partners and occur through a combination of automated and manual or batch processes. Also, in today's environment transactions execute on distributed, interconnected applications that span systems, databases, and middleware from multiple third-party vendors. Any issue or exception with a single step in such a process—such as a delay in getting a new customer account opened—can result in losing a revenue opportunity or not meeting a customer commitment, such as a service-level agreement (SLA).

BUSINESS TRANSACTION ASSURANCE AND VISIBILITY CHALLENGES FOR THE MAINFRAME

Within the banking industry, mainframe applications account for the majority of business-critical transactions. While mainframe technology has continued to

HIGHLIGHTS

- > Lower mainframe processing costs and TCO
- > End-to-end visibility across distributed, heterogeneous environments, including the mainframe, to assure reliable, high-performance processing—without impacting quality of service
- > Fast root cause analysis to prevent or quickly resolve delayed or lost transactions

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modernize, many mission-critical applications still rely on legacy transaction processing platforms such as CICS, IMS or IDMS, which still have limited visibility outside of mainframe monitoring tools.

Today's business relies on an IT foundation that is truly heterogeneous with monolithic technologies like the mainframe now operating more like enterprise servers. Service-enabled mainframe transactions now integrate readily with distributed transactions from Java or .NET web services to form complex composite applications. To effectively understand transactional behavior you need a solution that seamlessly integrates both worlds and presents the information that can be understood by both IT and business analysts.

Consider the fact that mainframe processing is expensive. No work performed on the mainframe escapes capture, and this work will ultimately end up as a capacity charge against the finite capacity of the particular mainframe make and model. Consequently, any solution for mainframe transactional visibility has to take into account mainframe total cost of ownership. Additionally, monitoring within mainframe transactional environments has to be done in a way that does not impact mainframe quality of service. This means the monitoring agent has to be lightweight and in no way impact the performance of the transaction-processing environment.

As a result, mainframe-dependent banks face many challenges, including:

- > Reducing the cost associated with mainframe processing
- > Maintaining ongoing investment in technology while retaining sufficient skills to modernize mainframe-based applications and infrastructure
- > Ensuring processing for core applications without impact to mainframe quality of service
- > Consolidating disparate toolsets to provide a unified view of applications that span both distributed and mainframe environments

Organizations that fail to meet these challenges lose the ability to ensure transactional integrity and have only a limited ability to manage business service policies across domains from a single point of control. This lack of

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BUSINESS ANALYSTS.***

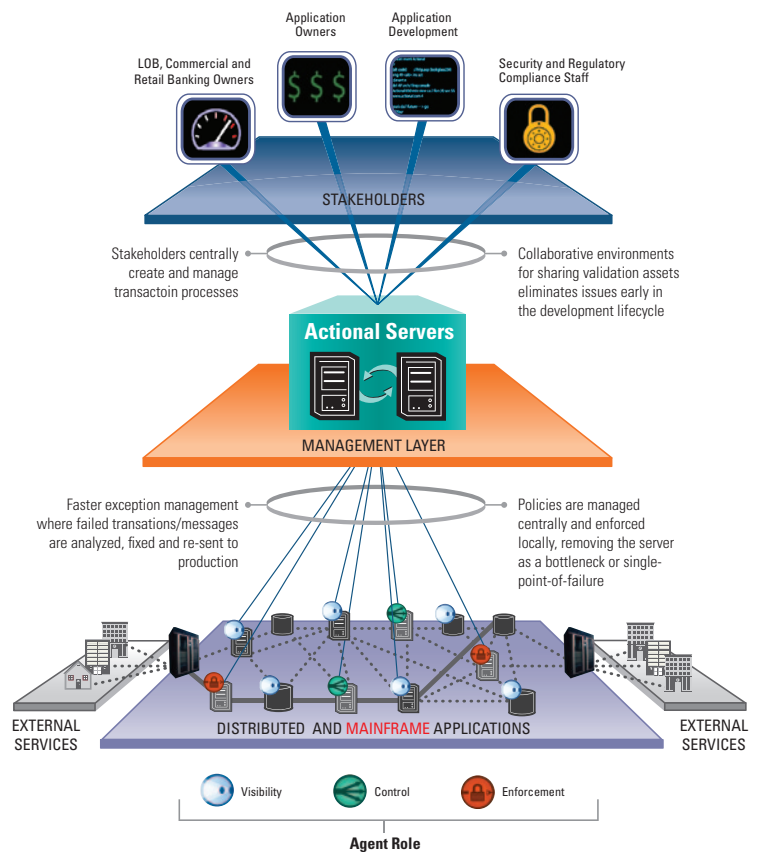
technical control can not only negatively impact revenue, but also drive up IT-related costs due to increased developer resources and higher mainframe processing costs. While the primary goals of a bank are focused on improving performance and resource consumption, other priorities such as visibility into application payloads, improving the customer experience, or tracking application ROI will drive demand for these types of mainframe solutions.

PROGRESS SOLUTION

Previously, Progress Software introduced its Progress® Actional® solution to banking customers for distributed business transaction assurance and visibility. Now, Progress has expanded the capabilities of Actional to provide banking customers with end-to-end visibility into the mainframe environment and its distributed applications as well. Patented Actional technology provides automatic, real-time insight into every step of the transaction flow throughout your distributed environment—including your CICS (Customer Information Control System) environment—from the ESB to the application server to external services calls. With the automatic discovery and correlation of Actional, mainframe customers can quickly find and address the root cause of transaction performance issues and failures before they impact end users or revenue channels.

What is unique about this new offering is its ability to provide a seamless, unified view of business services without affecting mainframe quality of service or mainframe total cost of ownership (TCO). This optimized TCO is based on a unique Progress technology for the mainframe System z Integrated Information Processor (zIIP) that more efficiently uses mainframe processing and capacity.

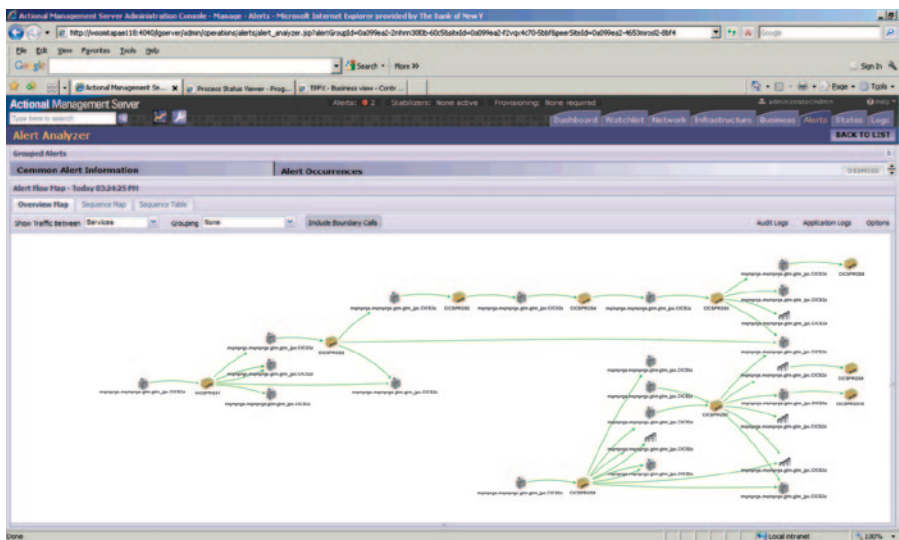
WITH THE AUTOMATIC DISCOVERY AND CORRELATION OF ACTIONAL, MAINFRAME CUSTOMERS CAN QUICKLY FIND AND ADDRESS THE ROOT CAUSE OF TRANSACTION PERFORMANCE ISSUES AND FAILURES BEFORE THEY IMPACT END USERS OR REVENUE CHANNELS.



Customers can expect to achieve optimized TCO through:

- > End-to-end application visibility without impact or changes to existing mainframe capacity and infrastructure investments
- > Improved mainframe performance as a result of using the zIIP specialty engine for data and transaction processing
- > Faster implementation and fewer configuration and custom-coding requirements through patented technology that automatically and dynamically injects tracers into each CICS transaction
- > Deep visibility into transactions across mainframe and distributed systems, allowing customers to more rapidly detect and resolve application performance problems in real-time

In short, Progress Actional is a proven business transaction assurance solution that helps you quickly identify, resolve, and even prevent lost, stalled, or invalid transactions. With Actional you can also pinpoint the exact business process step, system, service, or operation causing a particular issue so that you can take immediate action in real-time. In addition, because of its low resource use and lack of custom coding, Actional minimizes the cost, resources and time involved in re-architecting code—for a lower total cost of ownership (TCO).



With Actional, you can view all the transactions and data that make or break your success.

As a result, this new business transactional visibility solution has significant impact for banks that rely on the mainframe environment today and for the long term. With Actional, you can view all the transactions and data that make or break your success. Just as important, your investments in mainframe technology, infrastructure, and expertise are protected—and your customer service capabilities, revenue generation, and profitability will only improve.

ACHIEVE OPERATIONAL RESPONSIVENESS

Progress is the only vendor that empowers banks to use one interface to immediately sense and respond to threats and opportunities with end-to-end visibility into all mainframe-based transactions. The

Progress® Responsive Process Management (RPM) suite allows you to see what's going on across all transactions within your bank's environment, take action on events and opportunities, and improve processes through a unified, interactive environment—all in real-time. The Progress RPM™ suite integrates easily into your existing infrastructure so you can get up and running quickly, without disruption.

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ABOUT PROGRESS

- > Founded in 1981; publicly traded on NASDAQ since 1991
- > 2010 revenue: \$529 million
- > Approximately 1,800 employees worldwide
- > Products purchased by more than 140,000 enterprises in 180+ countries
- > 88% of the Fortune 100 use Progress products
- > Applications built on Progress technology used by over 6 million business users
- > Progress solutions are used globally by 20 of the top 20 banks

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

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