

PROGRESS[®] ACTIONAL[®] DEPLOYMENT OPTIMIZATION WORKPACKAGE

THE RIGHT APPROACH TO ENSURE YOUR SUCCESS

The Progress Consulting Methodology (PCM) is the collection of processes, intellectual property (IP), and tools used by Progress Professional Services to ensure we efficiently complete your project.

This services framework combines the best in industry and consulting standards with the deep technical knowledge of all of our product families. PCM facilitates the reuse of best practices and makes available 25 years of Progress expertise, knowledge, and processes for use in all projects around the globe.

You can rely on Progress Professional Services' implementation, integration, technology and business domain consulting. Our mission is to ensure your success, and you will get targeted support to meet your unique needs. Our approach combines:

- > **Accountability**—Our consultants work with you to ensure the successful outcome of your project.
- > **Expertise**—No one can understand Progress technology like the people who built it. Progress consultants are closer to the technology and resources

HIGHLIGHTS

- > *Learn how to make repeatable performance improvements as needs change*
- > *Ensure Actional deployment success for all stakeholders*
- > *Maximize the ROI in Progress[®] Actional[®]*

than any other alternative—ensuring that you benefit from our knowledge and experience.

- > **Methodology**—Our confidence in achieving successful outcomes has been established over the course of thousands of engagements that have helped us develop tried and proven processes. We work with maximum speed and efficiency.

Progress Professional Services consultants help organizations optimally deploy and use Progress® Actional® to effectively manage their systems and applications in order to gain operational responsiveness. Actional ensures complete business transaction visibility, security, and control in the runtime environment as well as service quality and validation in pre-production. These solutions meet the challenges of keeping today's distributed, interconnected applications up and running reliably. Our customers rely on Progress Actional for rapid ROI, accelerated time-to-market, and technology innovation that delivers business transaction assurance. Companies worldwide have chosen Actional management solutions to ensure the success of their web services and SOA initiatives. To achieve responsiveness, it is important that organizations apply best practices in business process management, application performance management, SOA architecture, data integration, and system interconnectivity. To ensure the successful completion on any project, Progress Professional Services uses the Progress Consulting Methodology (PCM).

The Progress Professional Services team, through its in-depth knowledge, expertise, and experience, has built a comprehensive work package called the "Actional Deployment Optimization Workpackage."

ACTIONAL DEPLOYMENT OPTIMIZATION WORKPACKAGE

Before deploying Actional, you need to ensure Actional meets the strategic business, architectural and technological objectives demanded of the solution in its current environment. The Actional Deployment Optimization Workpackage is designed to provide you with the necessary information,

steps, and approach to ensure a speedy and smooth implementation process that will result in a satisfactory and correctly sized deployment. Intended for our clients with existing Actional deployments and also for those that are planning to deploy soon, this workpackage is especially valuable to:

- > IT managers valuing expert opinion on how Actional is best installed, configured, and maintained to ensure full reliability, performance, and integration into their environment
- > Decision makers seeking to find the next steps in taking full advantage of the value that the Progress product suite can bring to their organization

The Workpackage takes about four days to complete, assuming full client cooperation and the satisfaction of all dependencies.

EVALUATION

Customized to your monitoring and reporting needs, the Actional Deployment Optimization Workpackage entails viewing an Actional deployment in terms of its technical stakeholders.

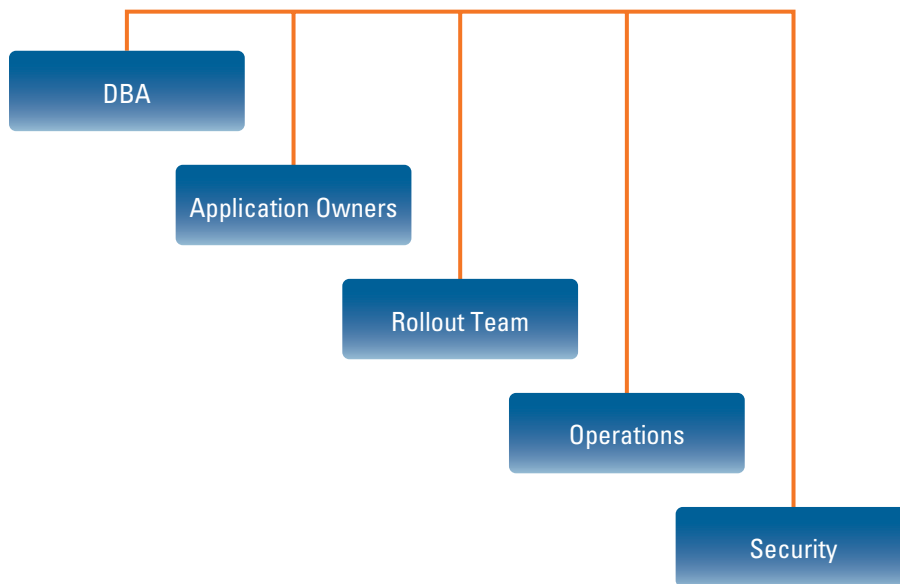


Figure 1:
Actional Deployment Stakeholders

The technical stakeholders of an Actional deployment are the main actors in ensuring the success of the deployment. Shown in Figure 1, stakeholders include the following:

1. DBAs—who create and tune the Actional database and therefore need information on the database schema, sizing and growth
2. Application owners—who grant permission to instrument applications and align application release plans with the Actional rollout plan
3. The Rollout team—who install and configure the Actional Agents, intermediary and server and instrument applications.
4. Operations—which are the main Actional users. Different levels of support have different monitoring requirements .
5. Security—which grants access but also dictates policy on matters like data privacy.

During the Evaluation phase a Progress consultant interviews the technical stakeholders to ensure that they all understand what is required of them and that the procedure is clear. DBAs will need clarity on the size and growth rate of the database and may also have queries on the database schema provided by Progress. The Rollout team may need to understand how to automate the various stages of product installation and configuration. First-level Operations support may only need to see if there are any alerts in the system whereas Operations managers may require sophisticated dashboards.

In existing deployments this phase will include a comprehensive sizing exercise for the database, network, agents, intermediaries and interceptors.

In the case of a new deployment, the consultant will help you build a comprehensive plan for a successful Actional deployment.

DISCOVERY AND DIRECTION

After completing the evaluation of network, database, and runtime environments, the Progress consultant will assist you in assessing the performance and capabilities of your systems and provide adjustments and documentation for the steps taken for repeatable optimization as your requirements change or mature.

Assessment:

It is important to have a realistic understanding of your system's performance and capabilities as reported by Actional, as opposed to what is expected of it. With a better understanding of the capabilities of your system that you obtain through Actional, you will be able to set service-level agreements (SLAs) with the assurance that you can comply with them. You will also see the bottlenecks, error-prone areas, silent failures, etc.

The Progress consultant will also assess your implementation of monitoring to see if there is room for improvement. At the end of this phase, you will arrive at your goals for tuning with the ultimate aim of improving your system's performance and your responsiveness to it.

Tuning:

With the assessment findings, your Progress consultant will be able to make adjustments throughout the system. Depending on what needs to be tuned, this may be an intrusive or non-intrusive process.

Documentation:

The assessment and tuning will be documented so you can:

1. Understand and have a record of what was done
2. Repeat it should the requirements of load change

You will also be set up with ways of tracking Actional itself, so that if there is an issue in the Actional infrastructure, there will be a readable log entry to help you diagnose and resolve it.

Once this four-day engagement is complete, you will be able to accelerate the technological and business improvement initiatives you have invested in and enjoy the full benefit of Actional's unique non-intrusive

monitoring and governance capabilities across heterogeneous system landscapes once the underlying infrastructure is fully tuned.

To learn more about the Actional Deployment Optimization Workpackage, please contact your Progress account manager. To find out more about Progress Professional Services and read about the many successes that Progress clients have had when engaging with the team, please visit web.progress.com/en/consulting/index.html

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.

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