

PROGRESS CONTROL TOWER™

OPERATIONAL RESPONSIVENESS

The ability to sense and respond to changing conditions and customer interactions as they occur can dramatically impact any business. When business managers are forced to analyze what **has** happened instead of what **is about** to happen, the time taken to identify a change or trend results in missed opportunities, less profitability, and more risk.

Without insight or the ability to sense and respond immediately to the events that impact your business, you're making operational decisions in the dark. And without the knowledge and controls you need for continuous process improvement, your competition will pass you by.

Plugging decision makers into the business and giving them the power to effect change directly starts with the Progress Control Tower (PCT)™. The PCT is an interactive and customizable business portal that brings together all the information and the tools that a business user needs in one integrated environment.

HIGHLIGHTS

- > Customizable portals—to align with each user's needs
- > Business modeling and simulation—analysts can easily define, simulate and improve processes
- > Interactive analytics—real-time analysis and drilldown into any data source across the enterprise
- > See and control the business through a "mobile control tower" any time, any place using the Apple® iPad®
- > Collaboration across teams, through real-time chats, discussion threads and whiteboarding
- > Extensive library of widgets including calendar, email, blog, collaborative features such as chat, and social network integration

The Progress Control Tower is a component of the Progress® Responsive Process Management (Progress RPM™) suite and allows you to:

- > **Gain Real-time Visibility.** Get end-to-end visibility of your business and all business transactions across the enterprise business events, transactions, and processes as they occur.
- > **Immediately Sense and Respond to Business Events.** Understand how these events can reveal opportunities, threats or inefficiencies and trigger an automated response or enable a human being to take action.
- > **Continuously Improve Your Business Processes.** Easily modify your business processes to continuously meet and exceed key objectives.

GAIN REAL-TIME VISIBILITY

Smart Decision Making—FAST—for Business Analysts

Organizations often struggle to gain timely visibility into what's happening across their business today. Many first learn about problems from their customers. Without visibility, they can't determine what's working and what's not, nor can they set the right course of action.

For comprehensive visibility into any combination of data users can leverage the data blending and analytical capabilities of Progress Analyst Studio, a desktop-based element of the PCT. Here business users can combine data from multiple sources together into a single view using simple drag-and-drop capability. For example, you're working with data in an Oracle database and want to access territory data, which is in an Excel spreadsheet. When you connect to the spreadsheet, the PCT automatically detects that both data sources have the state field in common and provides a merged view of the blended data.

Adding context to a dataset by blending in data from additional sources is a powerful analytic tool. Data blending makes it easy to simply drag-and-blend data, without the need to perform complicated data integration projects.



Figure 1

Blending data from Excel spreadsheets and an Oracle database

With the Progress Control Tower, business users can easily blend data, regardless of source, analyze it at the speed of thought, and optimize processes on the fly, allowing for smart decision making.

The PCT is a robust business portal where you can build different views for different users according to their needs, on a single interface. It comes with a large portlet library to customize your own look-and-feel, as well as a wide range of re-usable and customizable drag-and-drop widgets including collaborative tools such as blogs, wikis, calendars, tasks, alerts, charts, process diagrams, document sharing, and more. The PCT also provides visual cues as you need to view them so you can quickly identify process anomalies, track process performance against defined business metrics and target your improvement efforts.

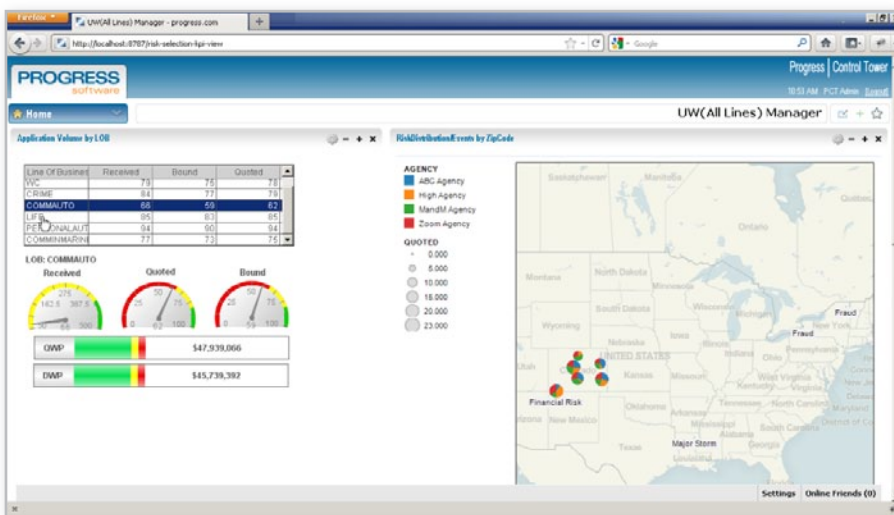


Figure 2

A personalized console for your business. The PCT allows you to visualize, anticipate, and respond to business events as they occur throughout your organization.

SENSE & RESPOND

Go Right from Cause to Solution—EASILY

Threats and opportunities arise from both inside and outside your business. Your inability to respond to these critical conditions can directly result in lost customers, lost revenue, and huge risk.

The Progress Control Tower allows you to correlate and analyze business events across implicit and explicit processes in context as they happen. This gives you complete, accurate, up-to-the-minute situation awareness so that you can anticipate how these events reveal opportunities, threats or inefficiencies and respond before it's too late.

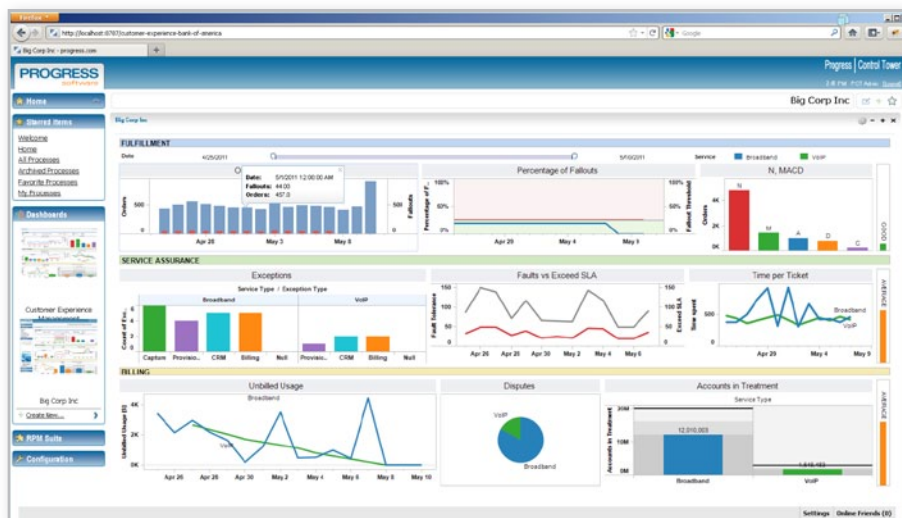


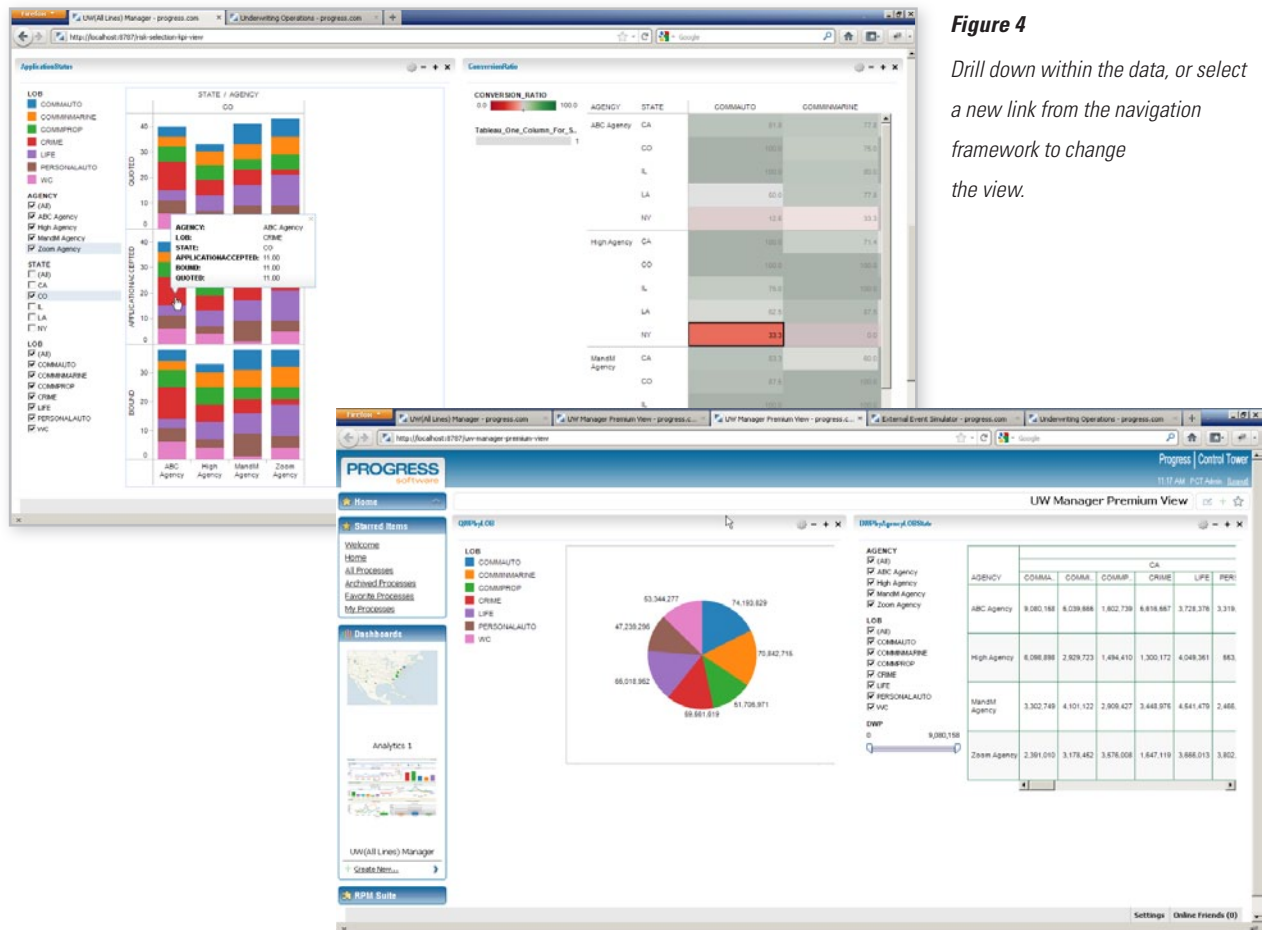
Figure 3

Get interactive analytics to seek answers and support decisions. Integrate information across a variety of data sources with your process data and business metrics and slice and dice the way you need to see them.

Intelligently monitor and control your business operations with interactive analytics. Cross-analyze information from events, transactions, processes, and any other data source such as spreadsheets or data warehouses to find cross-process trends and outliers. For example, you can combine analysis of a “gold” customer’s history with exactly what’s happening in the customer service process right now. As a result, you gain greater intelligence on customer buying patterns and, in turn, can react in real-time to capitalize on new revenue opportunities.

The Progress Control Tower allows you to drill down into the data within a single screen to find out what’s happening and then take corrective

steps as needed. For example, through visible alerts and notifications, you are immediately aware of a situation and are able correct the issue yourself by clicking through to change a rule or you can collaborate with the larger team before the problem becomes critical to avoid customer churn and lost revenue.



CONTINUOUSLY IMPROVE YOUR PROCESS

Model, Simulate, Communicate, and Collaborate—FLEXIBLY

Process efficiency is a great challenge for businesses of every size. Trying to find the right stakeholders, where documents live and where they are within the approval process and making sure you are using the correct version result in less productivity, inefficiency, and higher operational cost.

The Progress Control Tower is a browser-based UI that allows users to be located anywhere but work in one environment to communicate how current business processes work today. With the PCT you can also collaborate on potential improvement and test those improvement ideas without burdening IT specialists or having to commit to a full production deployment of a new solution. You can reduce deployment time by creating process models directly within the Progress Control Tower and then run robust simulations that are objective-based, multiple-process, and multi-scenario for validation and optimization.

By working in one virtual environment, teams are able to collaborate via chat while sharing the same view of the process model, fostering real-time discussion and real-time updates and contributing to an accelerated time-to-completion versus employing countless email threads and phone conversations. For example, a business analyst can create a model while a developer can determine requirements. Since IT is also sharing the view, they can pinpoint any gaps or potential issues earlier in the development cycle, before a full deployment takes place.

You and your team members can see and chat with anyone sharing the same dashboard or model as well as any other user online. You and your colleagues can also work together online, on a virtual whiteboard, to modify the same instance of a process, contributing to overall design in real-time, contributing to overall design in real-time. You can also view external influences on the project through integration of third-party social networking tools such as Twitter or Facebook on your dashboard.

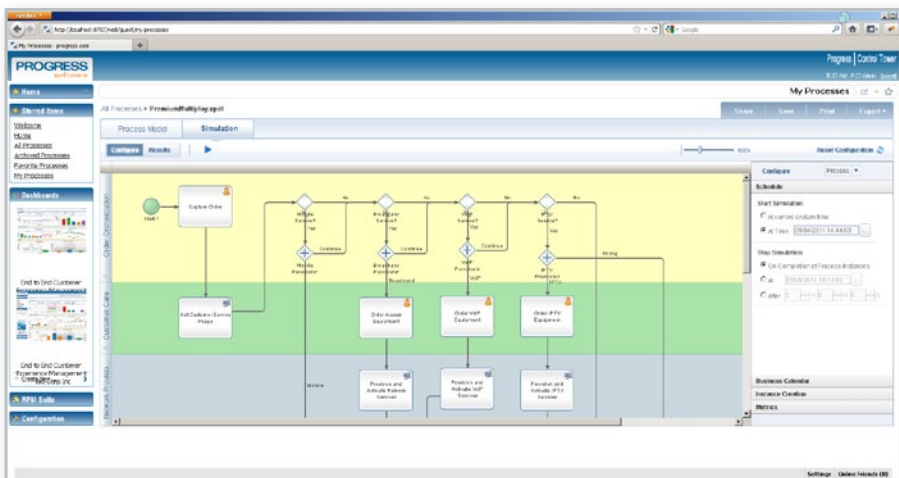


Figure 5

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The Progress Control Tower puts a high-quality, Web-based business process designer at the fingertips of business people. Everyone in your business can participate in documenting business processes and improvement ideas to:

- > Model and simulate process designs before implementing them in a production environment, reducing costly and time-consuming test cycles
- > Automatically document processes to maintain and support compliance with new industry and government regulations
- > Store processes in a central repository for reliable access to best practices and reuse of common process elements, saving time and eliminating duplicate efforts
- > Continually optimize business-critical processes to incrementally improve efficiency
- > Access and investigate key elements of the business wherever you are using the Apple® iPad®

The Progress Control Tower provides a modeling and simulation environment that enables you to reduce process and development rework later in the development cycle, mitigating risk and decreasing cost.

THE PROGRESS CONTROL TOWER AND RESPONSIVE PROCESS MANAGEMENT SUITE

The Progress Control Tower is part of the Progress RPM™ suite, a seamlessly integrated and customizable solution that combines real-time visibility, Business Transaction Management (BTM), Business Event Processing (BEP) and Business Process Management (BPM). Through the Progress Control Tower, decision makers are provided a real-time view of what's happening in the business along with the control to improve it. By tracking process performance against defined business metrics, you can quickly identify anomalies and target improvement efforts.

TECHNICAL SPECIFICATIONS
Supported Platforms
Microsoft Windows XP and 7 Windows Server
Servers
Oracle WebLogic Application Server IBM WebSphere Application Server JBoss Application Server
Browsers
Microsoft Internet Explorer Mozilla Firefox
JAVA JRE
1.5 1.6

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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