

OPTIMIZING PROGRESS® OPENEDGE® APPLICATIONS WITH PROGRESS® ACTIONAL MANAGEMENT

DO YOU KNOW WHAT'S HAPPENING, OR NOT HAPPENING, ACROSS YOUR MISSION-CRITICAL PROCESSES?

More people need to access more information and applications, from more diverse interfaces and platforms and more geographically dispersed locations all the time. To meet this constant need and remain competitive, your IT environment must always be available and operationally responsive so that mission-critical operations and transactions are always timely and reliable.

Progress® OpenEdge® Management, a system management center, addresses this need with visibility, analysis, and proactive monitoring of critical information assets in the OpenEdge environment, including databases, files, networks, OpenEdge Server products, and systems. What's more, OpenEdge Management is easy-to-use, even for remote monitoring. It also provides notifications and alerts when an issue is developing and generates real-time, historical, and graphical reports. With this holistic

HIGHLIGHTS

- > Automatic, end-to-end discovery and visibility within and beyond your OpenEdge applications
- > Business transaction assurance—via proactive problem detection and policy-based alerts
- > Quick, easy root cause analysis, for fast problem resolution
- > Real-time process optimization to produce the best business outcomes
- > Low TCO—less coding, fewer IT resources, and minimal latency and CPU usage

view of your OpenEdge environment, you can keep it up and running—with minimal resources and low total cost of ownership.

But IT environments are getting more complex. Often OpenEdge applications link to diverse, distributed computing resources—of suppliers, partners, and other third-parties as well as services in the cloud. How can you know and control what’s happening, or not happening, beyond as well as within the OpenEdge environment, to optimize performance and availability?

Progress® Actional® Enterprise provides real-time, end-to-end visibility and control of complex environments. It monitors a wide variety of technologies and systems including OpenEdge and proactively manages end-to-end operations—to ensure transaction success and optimize business outcomes. Here’s a closer look.

EFFORTLESS DISCOVERY, END-TO-END VISIBILITY: NO CODING. NO PERFORMANCE IMPACT. IT JUST WORKS

Actional gives you unprecedented end-to-end visibility into the availability and performance of heterogeneous, distributed applications, including OpenEdge-based applications. It provides:

- > Unmatched integration and interoperability—for enterprise-wide monitoring and management. Actional easily integrates and interoperates with a wide range of heterogeneous applications, data sources, network devices, middleware, and registries/repositories.
- > Real-time auto-discovery and process mapping end-to-end—with no coding and minimal latency. Patented Actional Flow Mapping® technology automatically discovers and maps all services, consumers and their interdependencies across an end-to-end transaction. In addition, real-time and historical process data are available in dashboards and reports so you always know what’s happening and can compare it to past performance. Actional provides this comprehensive visibility by leveraging existing processing, with just microseconds of latency and low CPU usage. It can run in production with all features turned on—and provide the high performance

and scalability you need for future operations without proliferating expensive hardware.

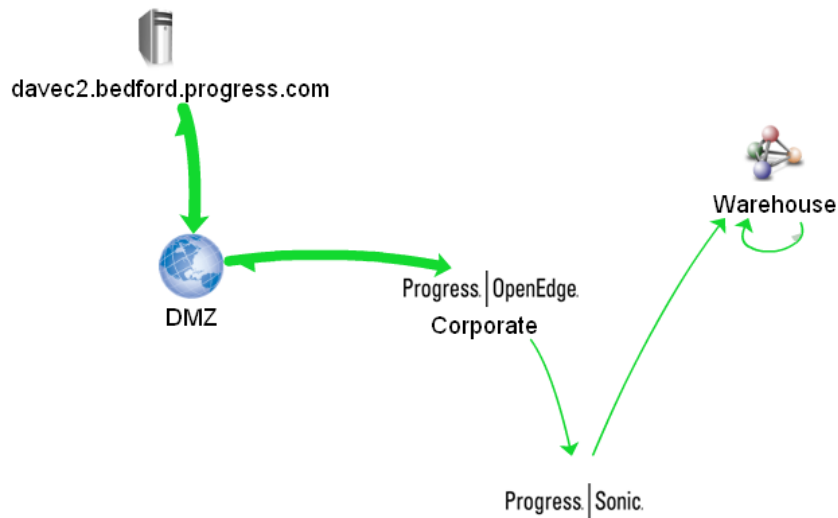


Figure 1:

The patented Actional technology automatically discovers all steps in a transaction.

- > Flow tracking through unmanaged nodes. With Actional, you have visibility into every process step. Actional relates the data fields of all inbound messages to outbound messages in the managed nodes.

DETECTING ISSUES PROACTIVELY

Actional lets you take action before a problem occurs. The following enable proactive problem detection with a low total cost of ownership:

- > Centralized policy authoring and distributed management—less coding, less risk, and lower IT costs. Only Actional fully decouples the policy lifecycle from the service development lifecycle, enabling centralized policy management and distributed enforcement. This separation allows policies and services to version independently, without disrupting policy enforcement or transactions—and without time-consuming, costly re-coding or re-application. This approach reduces risk and eliminates the coding of services (and re-coding when policies or services change), reducing IT time and costs.
- > Policy-based alerts for proactive management. Domain experts can quickly and efficiently define business, security, and compliance

policies, including service alert thresholds and actions for active IT management of processes. Unique to Actional, policies can be authored to meet specific business needs— from simply monitoring average metrics or setting policy for a single transaction, to creating a single policy that combines multiple metrics and multiple classes of service.

ANALYZING SERVICE PROBLEMS QUICKLY AND EASILY TO MINIMIZE DOWNTIME

When problems occur, Actional Enterprise enables you to quickly perform root cause analysis to prevent business interruptions and service-level agreement (SLA) violations. As a result, you can maximize uptime, minimize support-time and costs, keeping customers, partners, and channels satisfied.

- > Root cause analysis. When a policy is violated, Actional sends an alert. It automatically gathers information to present a complete flow map of the nodes involved in the policy violation as well as statistics related to the violation. You can drill down from the network view to see the violating transaction and pinpoint the problem system or service quickly.

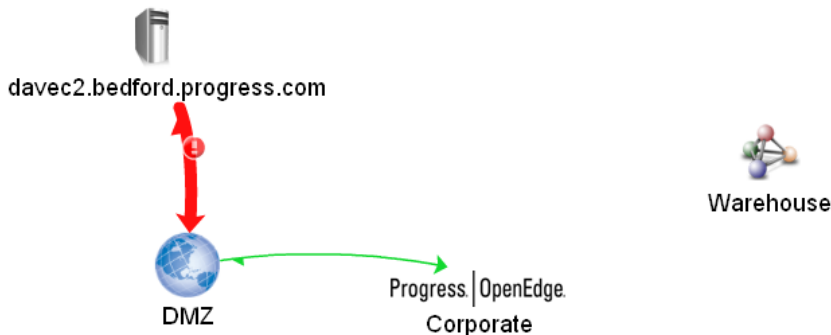


Figure 2:

Actional flow map displays an alert for a violating transaction.

- > Custom log management. The Actional audit log is integrated with runtime-generated application errors and events. This allows you to diagnose application-specific problems more quickly and easily, while minimizing time and cost.

IMPROVING BUSINESS OUTCOMES

Actional provides a business perspective on transactions, as well as tools for managing service behavior to optimize business outcomes.

- > Business insight for better decisions: Actional captures service levels, process metrics (for example: order-to-fulfillment times), and key business indicators as transactions flow across network systems. You can view and analyze this information by individual customer, customer class or group, region, division, or any other custom dimension.
- > Automatic and manual controls for managing operations to support business goals. You can modify application behavior to accommodate temporary issues like congestion or service outages or control long-term service delivery, for example, giving priority processing to high-value transactions and important customers.

OPTIMIZING OPENEDGE, ENSURING TRANSACTION SUCCESS

Add up these Actional capabilities and what do you get? The ability to optimize the performance and availability of transactions within and beyond OpenEdge applications, with easy integration and a lower total cost of ownership. In addition, you can use the OpenEdge database for the Actional data repository for further cost savings.

But that's not all. You also gain end-to-end process visibility, and, just as important, tools to detect, diagnose, and react to problems before the business is negatively affected. That means you can ensure not just network performance and availability but the success of every single mission-critical business transaction while staying focused on what matters: revenue generation, customer satisfaction, business efficiency, and employee productivity.

For more information on Actional, visit: web.progress.com/sv-se/actional/actional-enterprise.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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