

PROGRESS[®] SAVVION[®] BUSINESS EXPERT

PROGRESS[®] SAVVION[®] BUSINESS EXPERT: OVERVIEW

Progress[®] Savvion[®] Business Expert gives visibility to the things most important to you as a business person and allows you to take a practical approach to business improvements. Progress Savvion Business Expert enables practical business improvements that work within the realities of your organization and culture. It allows business people to define their key business metrics and monitor them in real-time. It alerts managers if there is an anomaly and suggests corrective actions to improve the business processes.

Progress Savvion Business Expert provides visibility to process anomalies so that you can instantly know where to target improvement efforts. It provides business-driven, web-based analytics so that business people do not have to rely on IT to identify and analyze problems. And most importantly, it puts business users in control at critical junctures to identify and easily implement enhanced solutions until the rest of the organization can catch up. Progress Savvion Business Expert operates on real-time process and business data. Business users can:

HIGHLIGHTS

Progress Savvion[®] Business Expert lets you identify problems, analyze their causes, manage metrics, and optimize processes for increased innovation and agility. It gives visibility into what's important to you as a business person and provides a practical approach to business improvements. Business people define business metrics and monitor them in real-time. If there is an anomaly, it alerts managers and suggests corrective actions to improve business processes.

- > Create business metrics to monitor key performance indicators (KPIs) and identify underlying problems
- > Have the system automatically observe the process and notify users if there are any anomalies
- > Analyze problems using online analytical processing (OLAP)—style slicing and dicing
- > Triage problems by executing business rules without burdening IT

Progress Savvion Business Expert is comprised of two major components:

- > Progress Savvion Business Expert Portal
- > Progress Savvion Business Expert Engine

PROGRESS SAVVION BUSINESS EXPERT PORTAL

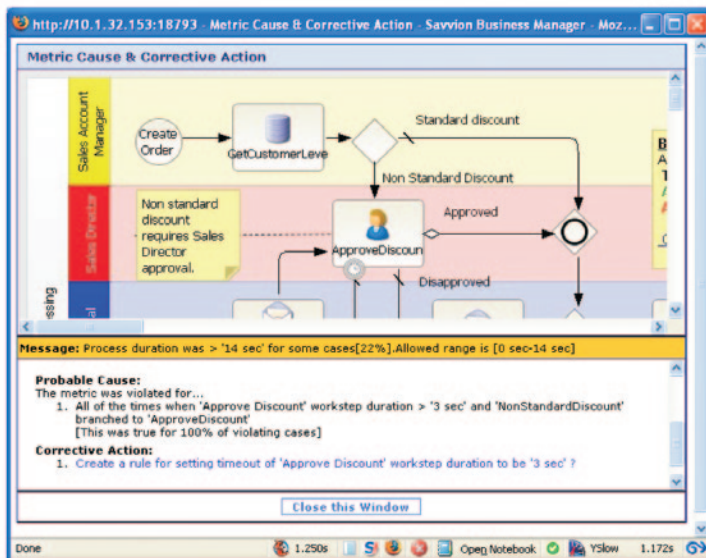
This module integrates seamlessly with the existing Progress Savvion Business Process Management (BPM) Portal. It consists of Metrics Manager and Analysis Assistant sub-modules that allow users to create business metrics and interactive, multidimensional reports.



METRICS MANAGER

Through metric observations, Progress Savvion Business Expert allows business users to continually monitor process performance to detect any anomalies and notifies users when they occur. Users can also create business metrics to monitor the KPIs for the business. The system will alert the user when key service-level agreements (SLA) are in jeopardy of being missed. More importantly, it will analyze the process's contextual data around the metrics and present the most likely cause of the problem. The metrics can be defined or changed for in-flight processes without having to make any changes in the corresponding processes.

Progress Savvion Business Expert recommends short-term corrective steps to overcome SLA mishaps until long-term solutions can be implemented. It enables business users to configure and activate rules-based solutions so that the system can initiate corrective actions automatically. This is a very powerful feature because it significantly improves the business user's ability to respond to business changes without having to depend on IT intervention and is performed in real-time.



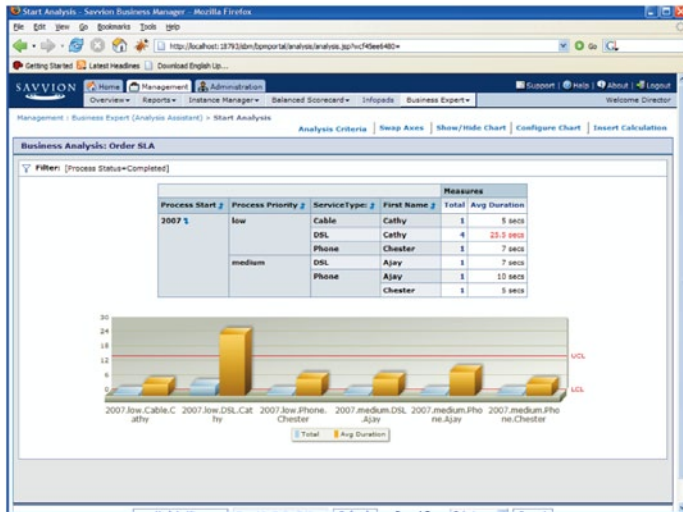
ANALYSIS ASSISTANT

Analysis Assistant allows business users to have ad-hoc access to all analytical information associated with real-time process data. It allows OLAP-style slicing and dicing by automatically organizing process and business data from the Progress Savvion BPM repository into cubes with dimensions and measures. The mapping of OLAP cubes to process data is system-managed; no IT involvement is needed to support even the most complicated analysis. The interactive reports allow the user to dynamically apply complex calculations to the data and configure how it is rendered using different types of charts. The user can also drill down, all the way to the actual process instance from any high level to get the complete end-to-end view of the business. All the real-time data is available to a business user at the point of analysis without requiring any IT configuration, thus increasing agility and empowering users to stop the business from bleeding. Multidimensional analysis reports are very powerful since they are not restricted to data in the Progress Savvion BPM repository; they can be configured to leverage business relevant data in other non- Progress Savvion BPM databases as well.

KEY FEATURE	BENEFIT
Empowering business users	Business users can create all metrics important to them using the BPM Portal without the help of IT or without going back to the design environment.
Notifying of causes and recommending corrective actions	Whenever the metrics are out of bounds, the system notifies the users and suggests all probable causes and recommended actions. Users can turn the recommendations into rules to automatically address the problem in future.
Providing clues for innovation	The system can automatically observe the process and provide users with process-contextual notification for any interesting patterns. Users can choose to take action based on them, if necessary.
Detailed analysis on business metrics	For each metric the system generates an analysis, allowing users to do slicing, dicing and drill down to go to the root cause of the anomaly.
Custom analysis	Users can create their own custom interactive analysis with any dimensions and measures.

BUSINESS EXPERT ENGINE

The Business Expert engine processes events generated by the Progress Savvion process engine for information relevant to the metrics and analyses created by the business user. It performs complex, real-time computations to identify business-specific information in the context of the business process. It applies advanced process mining algorithms to detect patterns to identify the cause when achieving key metrics is in jeopardy and intelligently generates recommendations for corrective actions. It seamlessly maps the process and business data into OLAP cubes to be rendered in real-time through the OLAP server without requiring any IT intervention to automatically create a data warehouse or OLAP cubes. The Progress Savvion Business Expert engine can scale independently of the other Progress Savvion BPM engines, and it can support various deployment architectures, allowing maximum flexibility without compromising performance.



PROGRESS SAVVION BUSINESS EXPERT TECHNICAL MATRIX

Progress Business Expert Portal

Progress Savvion Business Expert Portal is accessible anywhere using a web browser with network/internet access.

BUSINESS EXPERT PORTAL

Minimum Required Browser

Minimum Required Browser
Internet Explorer 7.0
Firefox 2.0/3.0

Secure Data Transfer Protocols

SSL (Secure Socket Layer)
RMI over IIOP over SSL
(RMI/IIOP/SSL)
between EJB and portal
components.

Note: This is not standard in Savvion Business Expert, but it is provided via J2EE-compliant application servers such as:

WebLogic 9.2 MP3/10 MP3
Pramatic 6.0 SP1

Refer to your application server documentation for information about enabling RMI/IIOP/SSL.

BUSINESS EXPERT SERVER

Operating Systems

Microsoft Windows Server 2003
Standard/Enterprise R2
Sun Solaris 10 (SPARC)

Application Servers

Pramati 6.0 SP1
WebLogic 9.2 & 10

Databases

Oracle 10G/11G Enterprise
Edition
Microsoft SQL Server 2005

LDAP

Microsoft Active Directory
Sun Java System Directory
Server 5.2

Java Standard

JDK 1.5/1.6
J2EE 1.3/1.4

WHY PROGRESS SAVVION?

As the BPM trailblazer, Progress Savvion moves enterprises beyond ordinary BPM with proven business-critical software, solutions, and services that make organizations more competitive and cost-efficient.

Progress Savvion is an all-in-one, streamlined BPM solution for continuous business process improvement enabling business users and IT to collaboratively deploy process improvement initiatives in as few as 30 days while delivering a return on investment as high as 300 percent. We provide business users and business analysts with easy-to-use, yet very powerful continuous improvement tools. Line-of-business managers can now responsively manage their operations, receiving continuous feedback on performance and recommended corrective actions to optimize their operations.

Progress Savvion BPM also provides the unique capability of establishing a foundation for process optimization with an integrated path to operational responsiveness through the Progress® Responsive Process Management™ (RPM) suite. Leveraging leading Progress business event processing (BEP) and business rules management (BRM) capabilities, enterprises can further automate their processes through smarter decision management. Together, Progress RPM™ takes visibility and control beyond BPM to deliver an intelligent business operation (IBO) solution that allows organizations to sense and respond to changing conditions as they occur. The enhanced capabilities of Progress RPM mean that businesses can now analyze ***what is about to happen*** to proactively capitalize on opportunities, driving enhanced profitability and reducing risk.

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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