

PROGRESS BUSINESS TRANSACTION ASSURANCE

OPTIMIZE THE SUCCESS OF EVERY BUSINESS TRANSACTION

The health of every business depends on a series of transactions. These transactions, such as placing an order, usually directly or indirectly involve customers or partners and flow throughout an organization in a complex dance of application and human interaction. For most companies, a problem with even a single transaction can have a measurable impact on the business in the form of lost revenue or reduced employee productivity.

Organizations need a way to ensure the success of every business transaction—to guarantee transactions run smoothly and efficiently as they interact with systems distributed across an IT environment. Simple visibility is not enough. Enterprises need the ability to quickly identify, resolve, and even prevent lost, stalled, or invalid transactions from occurring. They need a way to easily pinpoint the exact business process step, system, service, or operation that is causing a particular issue so that immediate action can be taken. And, they need a solution that doesn't impose high costs or a heavy resource burden on the IT infrastructure. Progress® Actional® can help.

KEY FEATURES

- > Gain end-to-end visibility into performance and availability across heterogeneous environments
- > Understand the business value of each transaction, dynamically optimize service delivery so the most important customers have the best service
- > Get up and running quickly with limited configuration, reduced development and management overhead, little to no additional hardware
- > Make better decisions with up-to-date, detailed information about transactions using dimensional analysis tools and viewing historical patterns

ACT BEFORE THE BUSINESS IS IMPACTED

When important transactions simply cannot fail, companies turn to Progress Actional. The proven solution accelerates business results by quickly detecting, diagnosing, and reacting to problems before the business is impacted. The solution ensures the performance and availability of end-to-end runtime environments—across heterogeneous systems, without coding or configuration, and without performance impact. You can pinpoint the exact location of problems across all your applications—down to the specific service, operation, or process step—and capture and analyze details down to the message content level. And, Actional helps you make sure your most important customers, partners, and channels always have the best service by dynamically optimizing select transactions.

ACCELERATE BUSINESS RESULTS

Progress Actional makes sure every transaction is successful—that every order is processed, every hotel room is booked, or that the latest information is available to your online subscribers. The solution not only makes it easy to maintain key service-level agreements, dimensional analysis tools help you catch problems before they even occur. Keep an eye on service levels, process metrics, and key performance indicators with real-time operational views and user-configurable, browser-based dashboards. With real-time insight into IT operations, your business can optimize critical business processes and technology investments to deliver faster, more effective services to customers. IT organizations don't need to worry about failed transactions or downtime—they can stay focused on what matters—revenue generation, employee productivity, and customer satisfaction.

POWERED BY THE UNIQUE ACTIONAL ARCHITECTURE

Actional cost-effectively scales to support enterprise IT infrastructures, from tens-to-thousands of nodes by leveraging a unique architecture that enables end-to-end operational and business process monitoring and control—without performance degradation. Actional ties into existing applications on the network to leverage their message processing—there's no duplicate processing and only microseconds of latency. In fact, Actional requires less than two percent of CPU capacity per network node which translates into high

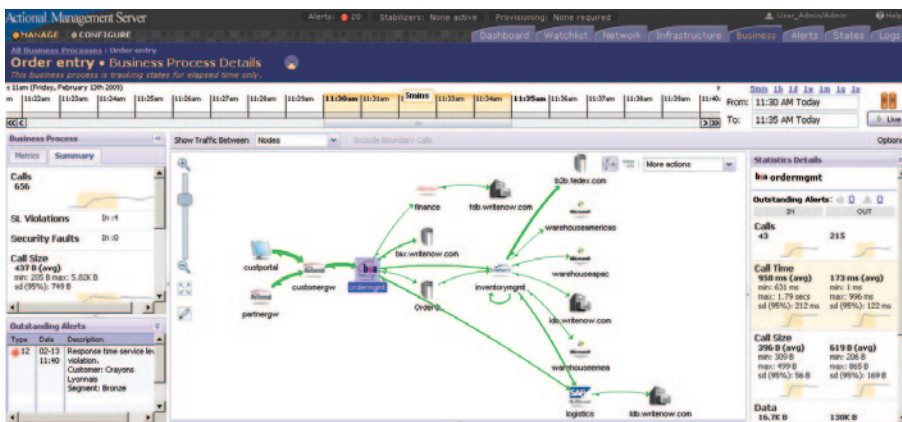
performance and cost-effective scaling on the network. With Actional, the management server is never a single point of failure, as policy execution is fully distributed to network enforcement points and message content is never sent across the network to the server. As a result, the server can support more than 1,000 managed systems—resulting in significant cost savings.

UNMATCHED INTEGRATION AND INTEROPERABILITY OPTIONS

Actional is built to easily integrate and interoperate with a wide range of heterogeneous infrastructure components such as applications, data sources, network devices, middleware, identity management products, and registries and repositories. To make this interoperability possible, Actional places great importance on supporting industry standards. Because heterogeneous environments also involve the potential presence of multiple message protocols and security credential types—Actional products provide the support to mediate between these as well.

PROVEN SUCCESS

Leading corporations and governments worldwide have chosen Actional to ensure the success of their business critical transactions. Companies including CableVision, Credit Suisse, Dollar Thrifty Automotive Group, InterContinental Hotels Group, McGraw Hill Companies, Sun Microsystems, and Verizon count on Actional for end-to-end visibility into their most critical IT operations.



Achieve an integrated view of business and IT metrics as they relate to underlying IT topology for complete IT and business alignment.

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

Progress Software Corporation, 14 Oak Park, Bedford, MA 01730 USA
Tel: +1 781 280-4000 Fax: +1 781 280-4095 On the Web at: www.progress.com

Find us on  facebook.com/progresssw  twitter.com/progresssw  youtube.com/progresssw

For regional international office locations and contact information, please refer to the Web page below:
www.progress.com/worldwide

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