

PROGRESS[®] SONIC[®] SLA SUPPORT SOLUTION

REDUCING SYSTEMS FALLOUT BY EVEN 1% CAN SAVE YOUR COMPANY LOTS OF MONEY

Is your Progress[®] Sonic[®] solution a core business application?

Does this complexity result in potential cross-system failures which increase operational costs, delay revenues and diminish the customer experience?

- > ***What if you could have second-line Sonic support?***
- > ***What if you could be served 24/7?***
- > ***What if your business-critical Sonic solution could be monitored proactively?***

Then you could guarantee your Sonic solution would always be available, which is critical in a core business application.

"With the Sonic SLA Support, we solved 2 incidents at Detailresult within an hour. This allows us to rely on our Sonic solution as part of our core business applications and saves us a lot of money."

*Peter Koster
Application Manager
Detailresult Services BV*

Progress Software offers a Sonic SLA Support solution:

- > Second-line support
- > 24/7 coverage
- > Proactive monitoring using Progress® Actional® Enterprise (or the former Actional for SOA Operations, now included in Actional Enterprise)
- > Quality improvement of the Sonic ESB environment
- > Incident management tools

The Sonic SLA Support solution can be successful only when the following prerequisites are in place:

- > Sonic ESB version 7.6
- > Actional
- > Clear documentation describing the installed base
- > Remote connection and full access to the production environment
- > Intake to ensure all prerequisites are met and to audit the production environment

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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