

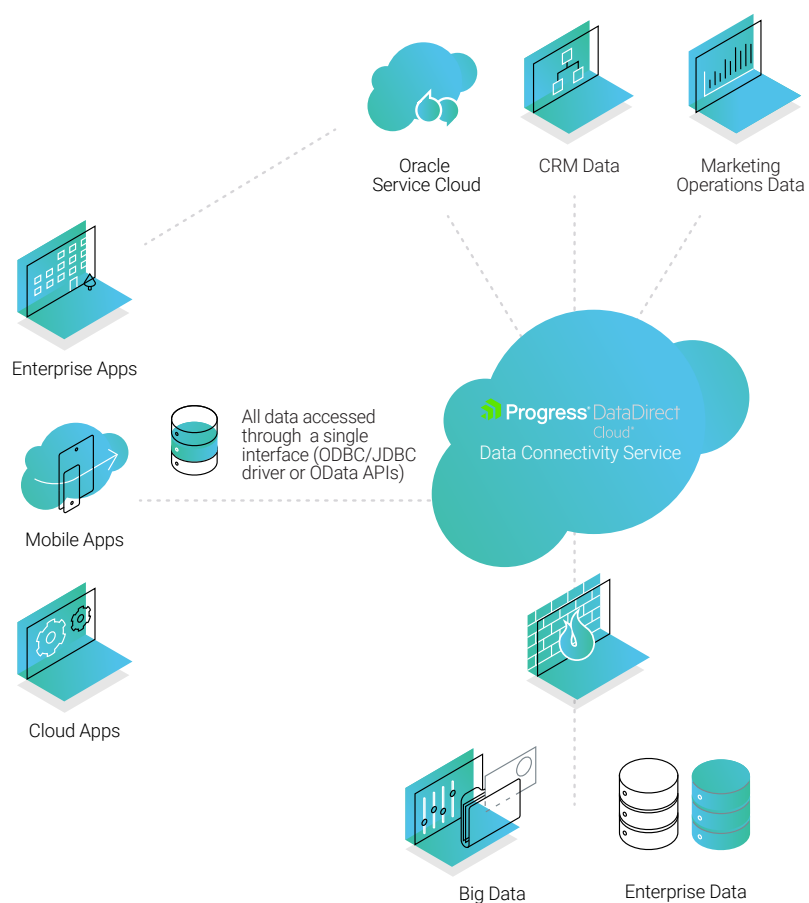
SIMPLIFY BI WITH DATA CONNECTIVITY TO ORACLE SERVICE CLOUD

Datadirect Key Advantages

The Progress OpenEdge platform is designed to make ISVs and customers operationally responsive to market and customer needs now and in the future. It offers:

- Delivers standards-based ODBC/ JDBC drivers for accessing Oracle Service Cloud data
- Offers compatibility with with any off-the-shelf BI/ analytics software using ODCB or JDBC for data access
- Provides superior connectivity as a worldwide leader in ODBC/ JDBC technologies for BI/ analytics, ETL and data integration use cases

The Oracle-recommended replacement for ODBC Export



Oracle Service Cloud delivers instant value and productivity for business users and developers through functionally rich, integrated and secure enterprise cloud services.

Get Better BI with Real-Time Access to Oracle Service Cloud

To provide a complete view of your business, you need to include fast and easy data access to Oracle Service Cloud. The most efficient and scalable solution available today is SQL, providing the most open way to access and analyze data. SQL connectivity empowers you to discover trends, visualize their impact, and display findings through the use of real-time business dashboards. It is critical to make heterogeneous data from different sources compatible so that usable information can be easily extracted.

Two Options for Easy Access to All Your Oracle Service Cloud Data

Oracle Service Cloud combines Web, Social and Contact Center experiences for a unified, cross-channel service solution in the Cloud, helping you to increase sales and adoption, build trust and strengthen relationships, and reduce costs and effort. The enterprise platform provides transparent reliability, unmatched security, and total Cloud freedom for mission-critical customer experience delivery. Being able to access Oracle Service Cloud data quickly and easily using unified and standardized SQL connectivity is an integral element to data integration solutions.

1. Real-Time Access to Both Cloud and Onpremise Data

In addition to Oracle Service Cloud, the data sources important to you include relational, SaaS/Cloud, and Big Data. Progress® DataDirect Cloud™ provides direct, real-time data access to a wide variety of data sources – both in the cloud and in the enterprise (on-premise) – from the most popular business applications. DataDirect Cloud acts as universal translator, taking various industry standards and transforming them into a single, consistent standard.

2. Traditional Connectivity with ODBC and JDBC Drivers for Oracle Service Cloud

Progress DataDirect offers traditional, industry-leading connectivity through our ODBC and JDBC drivers for Oracle Service Cloud. Easy to install, they can be deployed anywhere and are offered as as term or perpetual licenses.

Success Powered by Progress

Progress DataDirect is a vendor-recommended replacement for the Oracle Service Cloud deprecated ODBC/JDBC connectivity because we offer:

- Firewall-friendly and secure data connectivity
- Performance advantage delivered by paging, caching, and offloading
- Broad platform support with more than 40 configurations of Windows, Linux and Unix
- Expanded SQL support that delivers more power (e.g. adhoc joins)
- Loose database coupling allows for versioning and choice of data source that end users need to drive success in the marketplace

Next Steps

For more information or to get a trial download of Progress DataDirect Cloud or Progress DataDirect ODBC/JDBC drivers for Oracle Service Cloud, visit:

www.progress.com/products/data-sources/oracle-servicecloud-odbc-jdbc

About Progress

Progress (NASDAQ: PRGS) is a global leader in application development, empowering the digital transformation organizations need to create and sustain engaging user experiences in today's evolving marketplace. With offerings spanning web, mobile and data for on-premise and cloud environments, Progress powers startups and industry titans worldwide, promoting success one customer at a time. Learn about Progress at www.progress.com or 1-781-280-4000.

Worldwide Headquarters

Progress, 14 Oak Park, Bedford, MA 01730 USA Tel: +1 781 280-4000 Fax: +1 781 280-4095

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