

FDM4's OpenEdge Modernization Powers Seamless ERP Go-Live for a Large Enterprise with AI-Ready Innovation

CASE STUDY



INDUSTRY

Technology & Software

PRODUCT

Progress® OpenEdge®
Progress® Kendo UI®

SUMMARY

FDM4, a long-time Progress OpenEdge partner serving the apparel and promotional products industries, needed to modernize its application stack to support a major ERP go-live for a large enterprise customer with roughly 500 users. FDM4 upgraded to a modern OpenEdge environment with Progress Application Server (PAS) for OpenEdge and Pro2 SQL replication and worked closely with Progress' Professional Services team. FDM4 improved performance, enabled more efficient, stateless architectures and successfully executed the go-live without downtime.

“Everybody internally and externally was happy with the upgrade. The programmers really liked the modernized solution a lot better. The customer had a successful implementation and the systems were fast. I wasn't getting calls from CEOs at night.”

Mike Cutsey,
President, FDM4

Challenge

For more than three decades, FDM4 has delivered ERP, warehouse and e-commerce software applications centered on the Progress OpenEdge database for hardgoods and apparel customers focused on style, color and size. As the company prepared to bring a large enterprise customer with about 500 users onto its cloud ERP platform, the stakes for performance, stability and uptime rose dramatically.

At the same time, as part of its ongoing commitment to modernization, FDM4 needed to move beyond its existing OpenEdge 11.7 environment to prepare for more stateless apps, modern development workflows and a new UI architecture.

This combination of a high-risk go-live and the need to modernize created pressure on both the technology stack and the team. FDM4 had to keep multiple databases in sync across platforms that are in Progress 12.8 running on Linux servers and support demanding reporting and analytics needs, while sustaining optimal performance with zero downtime in the datacenter.

As Mike Cutsey, President at FDM4, put it, “There was a lot of risk. We didn't know what we were going to be up against with 500 users for a large enterprise company going live with an entire ERP, a multi-location WMS, integrated with a third-party e-commerce system utilizing PromoStandards along with Pro2 SQL replicating tables for reporting.”

Solution

To address these needs, FDM4 doubled down on its OpenEdge foundation while modernizing the way it delivers and operates applications. The company worked with Progress to implement Pro2 SQL, keeping Progress OpenEdge databases in sync with SQL environments across multiple platforms, and prepare for new, more stateless applications. PAS for OpenEdge became a focal point of the new architecture, providing a more efficient way to handle multiple agents hitting the database at the same time and better supporting the next-generation UI.

FDM4 also aligned its development toolchain and infrastructure with modern practices.

Programmers embraced a refreshed Kendo UI-based front end, along with Bitbucket, local

development setups and Linux on Ubuntu, creating an environment that would not have been possible on the old framework.

“We contracted Progress to work with us around Pro2 SQL to keep the databases in sync across multiple platforms,” said Cutsey.

Throughout the project, the Progress Professional Services team stayed closely engaged. The team was on call 24/7 during the critical go-live window, helping diagnose and resolve issues, such as memory problems, before they could affect the customer.

Results

The modernization effort and joint execution with Progress paid off during the high-risk implementation. FDM4’s large ERP customer went live and stayed live, with fast system performance and no unplanned downtime. When issues like memory concerns surfaced, Progress helped the team quickly identify and rectify the problems, avoiding service disruption.

Cutsey noted, “Everybody internally and externally was happy with the upgrade. The programmers really liked the modernized solution a lot better. The customer stayed live and the systems were fast. I wasn’t getting calls from CEOs at night.”

“My team has worked very well for over 30 years with Progress. When we needed them, they were always there by email and phone, without making us jump through hoops, even at the last minute.”

Mike Cutsey,
President, FDM4

Both internal teams and external customers benefited from the updated environment, with developers preferring the new UI and toolchain and end users experiencing responsive applications backed by a more resilient architecture.

The project also reinforced FDM4’s longstanding relationship with Progress, built over more than 30 years of collaboration. As Cutsey explained, “My team has worked very well for over 30 years with Progress. When we needed them, they were always there by email and phone, without making us jump through hoops, even at the last minute.”

About FDM4

FDM4 is a leading provider of industry-specific enterprise software tailored to decorators, manufacturers and distributors across apparel, promotional products, uniforms, team sports and consumer goods. www.fdm4.com



**Find out how to modernize your OpenEdge application.
Talk to us today.**

About Progress Software

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