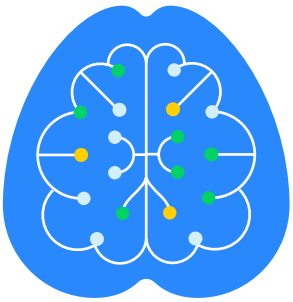
Progress® OpenEdge®

How Progress OpenEdge ISVs Can Use Agentic RAG to Enhance Their Applications and Monetize Intelligence

WHITEPAPER



Introduction

Independent Software Vendors (ISVs) have spent years, or often decades, building sophisticated mission-critical applications on the Progress® OpenEdge® platform that power the daily operations of their customers' businesses. These applications are rich with domain expertise, deeply embedded workflows and trusted business logic. They are stable, proven and central to how customers run finance, operations, supply chains, manufacturing, healthcare and more.

The opportunity with AI is not to replace these applications. It is to turn existing intelligence into differentiated, revenue-generating capabilities.

As AI becomes a standard part of the enterprise technology landscape, customer expectations are shifting. Users increasingly expect applications to help them understand what is happening in their business, explain why it is happening and guide them toward better decisions, without requiring them to leave the systems they already rely on. For OpenEdge ISVs, this creates a clear opportunity to evolve existing offerings while protecting prior investment.

Agentic retrieval-augmented generation (RAG) provides a practical path forward. It enables ISVs to embed AI-powered intelligence directly into their existing OpenEdge applications, grounded in proprietary data, business rules and domain context. The result is AI that is accurate, trustworthy and relevant to real workflows, rather than generic or disconnected from your applications.

By enhancing rather than disrupting longstanding OpenEdge applications, agentic RAG technology helps ISVs modernize user experiences in ways that directly impact business outcomes. More intuitive, intelligence-driven interactions increase customer satisfaction, reduce friction and strengthen retention by making the application more valuable in day-to-day operations.

At the same time, embedding AI-powered insight into existing workflows enables meaningful product differentiation without rewriting core systems. ISVs can package this added intelligence as premium capabilities, create expansion opportunities within existing accounts and justify higher-value offerings as customer expectations evolve. The result is AI that supports renewals, upsell and long-term growth—transforming it from an experimental cost into a strategic growth driver.

The Reality for OpenEdge ISVs

OpenEdge ISVs are not startups experimenting with AI on blank slates. They support customers who depend on their applications to run critical business processes, often with deployments that have evolved over many years. These applications are proven revenue-generating products that customers rely on daily and are willing to invest in when they deliver measurable value.

These applications already contain what generic AI solutions lack:

- Deeply structured operational data
- Proven workflows aligned to real business processes
- Embedded industry-specific logic and rules
- Longstanding customer trust

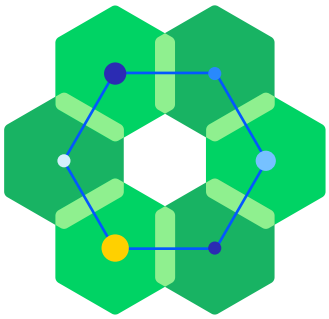
These assets are not just technical advantages, they are commercial advantages. They represent decades of cumulative work and value delivered from your business. This proprietary knowledge and differentiated value are something that competitors and generic AI tools cannot easily replicate.

At the same time, expectations around how users interact with software are changing. Across the enterprise, users are becoming accustomed to conversational interfaces, AI-assisted analysis and systems that proactively surface insights instead of requiring manual exploration. As these expectations rise, customers will begin to compare experiences across products and will increasingly depend on intelligence that is built into the application, not an external tool to be bolted on.

Even highly capable applications can begin to feel reactive if users must still rely solely on reports, dashboards and expert interpretation. When gaining insight takes time, training or specialized expertise, it can slow adoption and make it harder for users to fully recognize the value the product already delivers.

For OpenEdge ISVs, the challenge is not functionality, it is accessibility and intelligence. How easily can users extract insight from the data and logic already embedded in the application? How quickly can they move from information to action? And how can that added value be packaged and monetized as part of the product offering?

Agentic RAG addresses this challenge by transforming existing application intelligence into a premium capability. By making insights easier to access, understand and act on, ISVs can enhance their products in ways customers recognize as tangible value and are willing to pay for. This turns AI from an experimental feature into a differentiated, monetizable extension of the OpenEdge application.



What Agentic RAG Enables for Existing Applications

Agentic RAG allows ISVs to layer AI-driven intelligence on top of their existing OpenEdge applications without the need to rewrite core systems or change how their customers work.

Instead of forcing users to navigate multiple screens, run reports or interpret raw data, agentic RAG enables natural-language interaction with application data and logic. Users can ask questions in plain language and receive responses that are grounded in the same data, rules and workflows the application already enforces.

Unlike traditional AI approaches that rely on generic models or disconnected copilots, agentic RAG:

- Grounds responses in both structured OpenEdge data (such as transactional records, customer accounts, orders and inventory data) and relevant unstructured content (including documentation, policies, notes, emails or past support cases)
- Applies reasoning to break down complex questions and multi-step requests
- Aligns outputs with the application's business logic and domain rules

The result is AI that enhances the application rather than bypassing it, making existing workflows more valuable instead of introducing parallel experiences.

What This Means for Your End Users

When OpenEdge ISVs enhance their applications with agentic RAG, the impact is immediately visible to end users. Instead of interacting with the application primarily through screens, reports and predefined workflows, users gain a more intuitive and productive way to access insight and complete their work. For example, an accounts receivable manager may ask, *"Who has the highest A/R balance right now?"*

A strong example is AI-assisted BI and analytics requests using natural language. Traditionally, users run predefined reports, such as an accounts receivable aging report with a standard 30-/60-/90-day breakdown, and then apply filters or adjust parameters to answer more specific questions.

With agentic RAG technology embedded directly into the application, users can instead ask a question in free-form text (or verbally), such as: *"Show me an accounts receivable aging for all customers in New York with balances over $10,000 that are more than 90 days past due."*

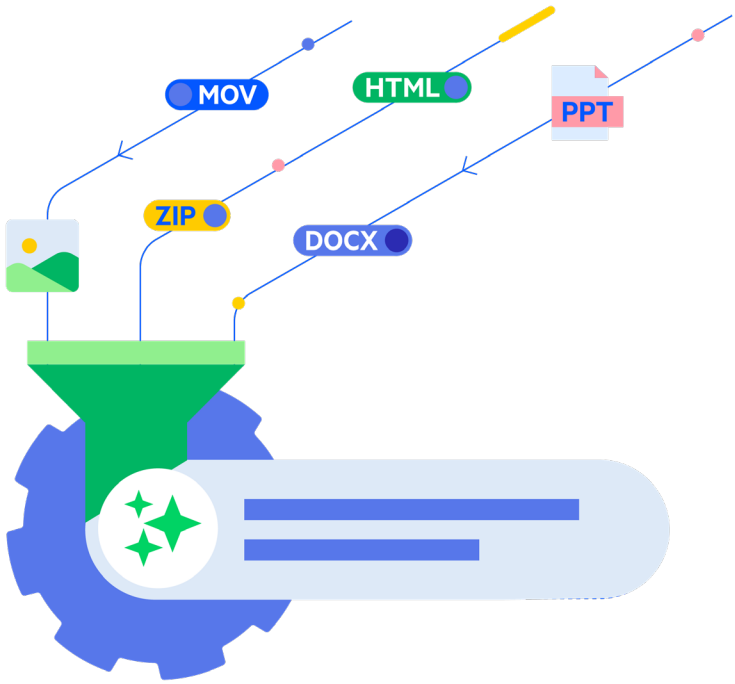
The application interprets the request, applies the appropriate business logic and returns results grounded in live transactional data—without requiring users to navigate reports or dashboards.

Agentic RAG allows ISVs to layer AI-driven intelligence on top of existing OpenEdge applications without rewriting core systems or changing how customers work. From the end user's perspective, this means the application they already trust becomes easier to use and more helpful, without requiring new tools or retraining.

Rather than navigating multiple screens, running reports or interpreting raw data, users can ask questions in plain language directly within the application. They receive responses that are grounded in the same data, rules and workflows the application already enforces. This helps users understand what is happening, why it is happening and what to do next, all within the context of their existing tasks.

Unlike traditional AI approaches that rely on generic models or disconnected copilots, agentic RAG delivers intelligence that feels native to the application. Responses are based on both structured OpenEdge data and relevant unstructured content so answers reflect the full operational context. The AI applies reasoning to break down complex questions and multi-step requests, helping users move from insight to action more quickly.

For end users, the result is an application that works with them, rather than making them work harder. Common tasks take less time, complex scenarios are easier to understand and expertise becomes accessible to a broader range of users.



The Role of the Progress OpenEdge MCP Server

Embedding AI into long-lived enterprise applications requires more than intelligence—it requires governance, security and respect for existing application logic.

The Progress OpenEdge MCP Server provides the foundation that makes this possible.

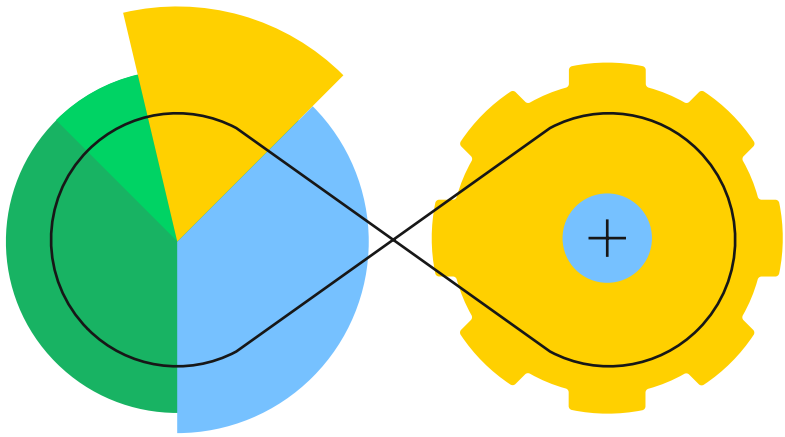
This Model Context Protocol (MCP) Server acts as a secure bridge between the Progress® Agentic RAG solution and the OpenEdge application. It exposes existing OpenEdge APIs and services in a controlled, AI-ready manner, allowing AI agents to retrieve context, apply reasoning and interact with workflows without bypassing business rules or security models.

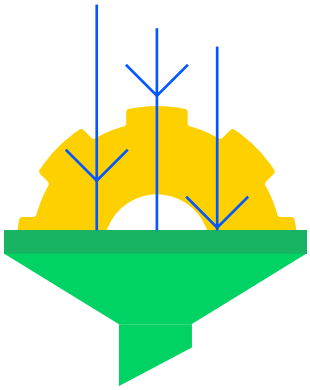
Rather than introducing new points of risk, the MCP Server facilitates AI interactions that:

- Respect existing permissions and access controls
- Follow the same validations and governance rules as the application
- Integrate cleanly with established services and workflows

This allows ISVs to confidently extend AI-powered intelligence into mission-critical environments, while maintaining control over how and where AI operates.

Together, the Agentic RAG solution and OpenEdge MCP Server provide a production-ready approach to AI, designed specifically for the realities of enterprise OpenEdge applications.





Enhancing Competitiveness Without Disruption

For many ISVs, the risk of AI adoption is not technical, it is strategic. Rewriting applications or introducing disruptive architectures can undermine customer trust and slow innovation.

Agentic RAG avoids this risk by enabling incremental enhancement. ISVs can start with targeted, high-value use cases that address real customer pain points, such as reducing time spent interpreting data, improving decision-making in complex scenarios and making expertise more accessible to a broader set of users.

Because the AI is embedded directly into existing workflows, customers do not need to change how they work. Instead, the application becomes more valuable over time, helping ISVs remain competitive as expectations continue to rise.

Representative Product Enhancements and Use Cases

The most successful agentic RAG implementations focus on specific product enhancements, not abstract AI concepts. This translates into benefits to various industries and applications, including:

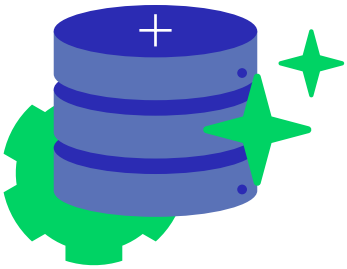
Financial and ERP: Offers AI-powered insight capabilities that explain variances, trends and anomalies using real transactional data.

Supply chain and operations: Helps users understand delays, identifies root causes and receives guided recommendations for next steps.

Service and support: Summarizes cases, surfaces relevant historical resolutions and guides agents through complex processes.

Regulated industries: Offers AI-assisted documentation, compliance reporting and audit preparation as value-added capabilities that reduce risk and manual effort.

Across these scenarios, the use case is consistent: agentic RAG enhances the existing product by making it easier to understand, more streamlined to use and more valuable to customers.



A Practical Path Forward

Successful ISVs approach agentic RAG incrementally.

They begin by identifying areas where users already struggle with complexity, time consumption or decision-making. From there, they introduce embedded intelligence that delivers immediate value, such as better explanations, faster insight or guided workflows.

As confidence grows, they expand into more advanced scenarios where AI can orchestrate multi-step processes and support proactivity.

Throughout this journey, the core application remains intact. AI enhances what already works rather than replacing it.

Conclusion

OpenEdge ISVs are uniquely positioned to succeed in the AI era. This is because their applications already contain the data, logic and domain expertise that generic AI solutions cannot replicate.

The Progress Agentic RAG solution, combined with the OpenEdge MCP Server, allows ISVs to unlock that value in a practical, governed way, enhancing existing applications with intelligence that customers can trust.

This is not about chasing trends. It is about strengthening proven products, meeting modern expectations and positioning OpenEdge-based applications for long-term relevance and growth.

The opportunity is immediate and it builds on everything ISVs have already created.

Learn more about the Progress Agentic RAG solution today.

About Progress Software

Progress Software (Nasdaq: PRGS) empowers organizations to achieve transformational success in the face of disruptive change. Our software enables our customers to develop, deploy and manage responsible AI-powered applications and digital experiences with agility and ease. Customers get a trusted provider in Progress, with the products, expertise and vision they need to succeed. Over 4 million developers and technologists at hundreds of thousands of enterprises depend on Progress. Learn more at www.progress.com

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