

Case Study: From Complexity to Control: A Platform Transformation

World Tour 2026





Global Technology Solutions Provider focused on:

**Enterprising Computing | Digital Workspace Services |
Cloud & Infrastructure**

Enterprise Platform Overview –

Mission-Critical Platform

The enterprise platform supports high-volume financial operations and regulatory compliance with consistent performance under heavy demand.

IT Operations Role

IT operations ensure platform availability, security, and integrity, overseeing complex multi-layered systems and workflows.

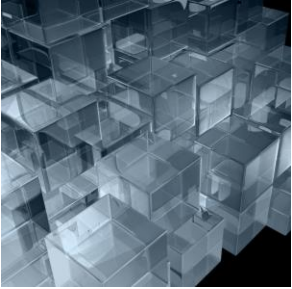
Balancing Innovation and Stability

Modernization efforts must maintain business continuity and regulatory compliance without disrupting ongoing operations.

Business Continuity and Compliance

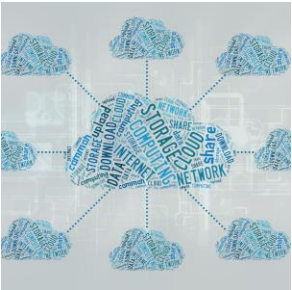
The platform is a critical asset for business continuity, compliance adherence, and customer service.

Modernizing a complex Progress Environment – from overhead to simplicity



Simplifying Complex Architecture

The platform transformation focused on reducing complexity by removing redundant layers and aligning with modern design principles.



Scalable and Cost-Efficient Systems

Modernization aimed to support increased workloads with scalable architectures while controlling costs and risks effectively.



Enhanced Developer Productivity

Improving developer productivity and operational efficiency was key to easier platform maintenance and future enhancements.

What modernization looked like

“We reduced a 7–10 hour end-of-month process to minutes by correcting long-standing architectural and operational assumptions in the environment.”

“Most of the gains we achieved didn’t come from new tech — they came from correcting how the existing environment was actually meant to work.”

“What looked like a sophisticated multi-tier setup turned out to be the biggest source of inefficiency — and fixing that changed everything.”

“The biggest wins came from aligning the environment with how Progress OpenEdge was designed to operate.”

Environment Overview

- Highly distributed Progress-based architecture. 7 environments: DEV, SIT, UAT, STAGE, HA, PROD, DR
- Mixed Linux & Windows deployment model
- Core banking DB on Linux
- OpenEdge AppServer on Windows via NLB
- Many downstream applications and interfaces (Internal & External)

“Highly complex, multi-tier design that had evolved over time rather than been optimized.”

OE 12.8 & PASOE UPGRADE

Architecture Rationalization & Platform Upgrade

- Previous design introduced unnecessary multi-tier complexity
- Linux + Windows split added operational overhead
- AppServer layer not optimally aligned to workload
- Licensing not correctly configured

What was done

- Upgraded to OpenEdge 12.8 with PASOE
- Re-architected toward simplified single-tier alignment
- Corrected license usage and entitlements
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Key outcomes

- Significant cost reduction (licensing correction)
- Simplified operational model
- Improved system performance and stability
- Reduced dependency chain across environments

Metric highlights:

- DRO reduced from **40 min** → **<7 min daily**
- End-of-month from **7–10 hours** → **+~10 min overhead**
- End User Performance – Visibly faster experience
- Stability – No down time – **6-10 P1/P2 over a 2week period reduce to running more than 1 ½ years without instance**

Key message:

“Complexity was the root cause — not hardware or tuning.”

TDE & DATA SCRAMBLING

Security & Data Integrity Modernization

Challenges identified

- Non-production environments not consistently enforcing scrambled data
- Risk of production data exposure in lower environments
- Lack of standardized restore approach for secured data

What was implemented

- Enforced non-production scrambling via controlled scripts
- Introduced Transparent Data Encryption (TDE)
- Separate encryption keys for Prod vs Non-Prod
- Annual key rotation standards introduced
- Defined process for handling pre-TDE backups/restores

Key outcomes

- Guaranteed non-production data masking compliance
- Strengthened security posture significantly
- Clear operational standards for backup/restore scenarios
- Reduced audit and compliance risk

Key message:

“Security intent existed — enforcement and structure were missing.”

SCRIPT RATIONALISATION (2500+)

Operational Standardization & SDLC Alignment

Challenges identified:

- Large volume of legacy scripts (~2500+)
- Inconsistent structure and naming standards
- Embedded tribal knowledge in scripts
- Redundant / obsolete automation still active

What was done:

- Removed ~1500+ obsolete scripts. Removed and consolidated overlapping scripts that were originally created to work around performance and bottlenecks.
- Standardized remaining scripts into defined SDLC structure:
 - Description, Header Definition
 - Standard Functions
 - Main Script Logic
 - Transfer, Archive
- Introduced consistent lifecycle approach

Key outcomes

- Reduced operational noise and risk
- Improved maintainability and onboarding
- Enabled consistent support model
- Improved auditability and change control
- Eliminated redundant scripts created as performance workarounds, replacing them with streamlined and consistent processing.

Key message:

“Scripts moved from historical accumulation to governed engineering assets.”

SUMMARY

Overall Impact

- Simplified multi-tier architecture
- Strengthened data security & compliance posture
- Standardized operational automation at scale
- Reduced runtime and operational overhead dramatically
- Improved supportability and system transparency

Final line:

“Across all areas, the focus was the same: remove unnecessary complexity, enforce standards, and realign the platform with how Progress OpenEdge is intended to operate.

