



Progress OpenEdge Managed Database Services

Your OpenEdge databases are critical to your business. However, it's a full-time job to maintain a powerful, advanced database. Progress's Professional Services team of experts are available to do the work, rev up your database, and help extract your investment's maximum value.

Database Consulting

Database Health Check

The Progress Services team performs over 100 OpenEdge database health checks annually. This knowledge of effective practices is used as the basis for recommendations on how to optimize your production environment.

The results will deliver enhanced application stability and improved response time for your users, while also offering:

- Improved application performance
- Identification of remedies for design issues
- Improved coding techniques
- The result is a comprehensive 30-page report with value-based recommendation

Dump and Load

As time goes on, your database will experience more and more fragmentation resulting in less than optimal performance, such as a sluggish database or longer response times. Ensure optimal performance of your OpenEdge database by performing periodic 'dump and load' maintenance. Our team of consultants has a breadth of 'dump and load' experience and methodologies to optimize your database performance while also minimizing the downtime needed to perform this necessary maintenance.

Our service experts recommend a dump and load tune-up based on storage type:

- For customers in Type 1 storage area, perform every 12 to 18 months
- For customers in Type 2 storage area, perform every 3 to 5 years

Disaster Recovery Planning

Create a Disaster Recovery strategy for your OpenEdge database built on the Managed Database Administration Team's knowledge to ensure continuous service and high availability with zero latency.

Typical Engagement is 5-days and the service includes:

- Install OpenEdge replication on source and target
- Implement AI on the source and configure OE Replication
- Migrate the database to target and configure the target machine
- Migrate non-database data to the target machine and create a process to keep it synchronized
- Document the environment and perform a failover test
- Database experts providing the know-how to ensure continuous service and availability with zero latency
- Utilization of OpenEdge Replication and Replication Plus
- Flexible, affordable, and specifically designed planning to support your Progress-based systems

Platform Migrations and OpenEdge Upgrades

Over the years, databases have evolved. Make sure the platform you migrate to is right-sized for your OpenEdge deployment. Our team has the expertise and experience to recommend and manage migrations to various platforms either on premise or in the cloud. Many times, vendors can propose the wrong hardware with good intentions. Let the experts on the Managed Database Team help you navigate the waters of hardware decisions.

The OpenEdge Platform Upgrade/Migration service includes:

- Senior DBA assigned
- Assessments of the current platform
- Documentation of the platform upgrade or migration plan, a project timeline, and an estimate
- Execution of the platform upgrade or migration
- Implementation of a Disaster Recovery Plan for the upgraded platform
- Performance of a post 'go-live' Database Health Check to ensure applications are running at peak performance and using the most up-to-date features

Pro2Pro Migrations

When the downtime needed to do an upgrade, dump and load, or platform migration is more than the business can tolerate, Progress Services has the tooling to limit the downtime to only a few hours, regardless of database size. We leverage the Pro2 replication technology to create the new database and coordinate the transition to this new database with minimal disruption to the business.

During this engagement our experts will:

- Implement Pro2
- Enable Change Data Capture
- Bulk load the new target database
- Perform a go-live fix-up of the new database

Database Feature Implementation

Services include but are not limited to:

- OpenEdge Management
- OpenEdge Auditing
- Transparent Data Encryption
- Table Partitioning
- OpenEdge Replication
- OpenEdge Multi-tenancy
- OpenEdge SSL
- OpenEdge Change Data Capture

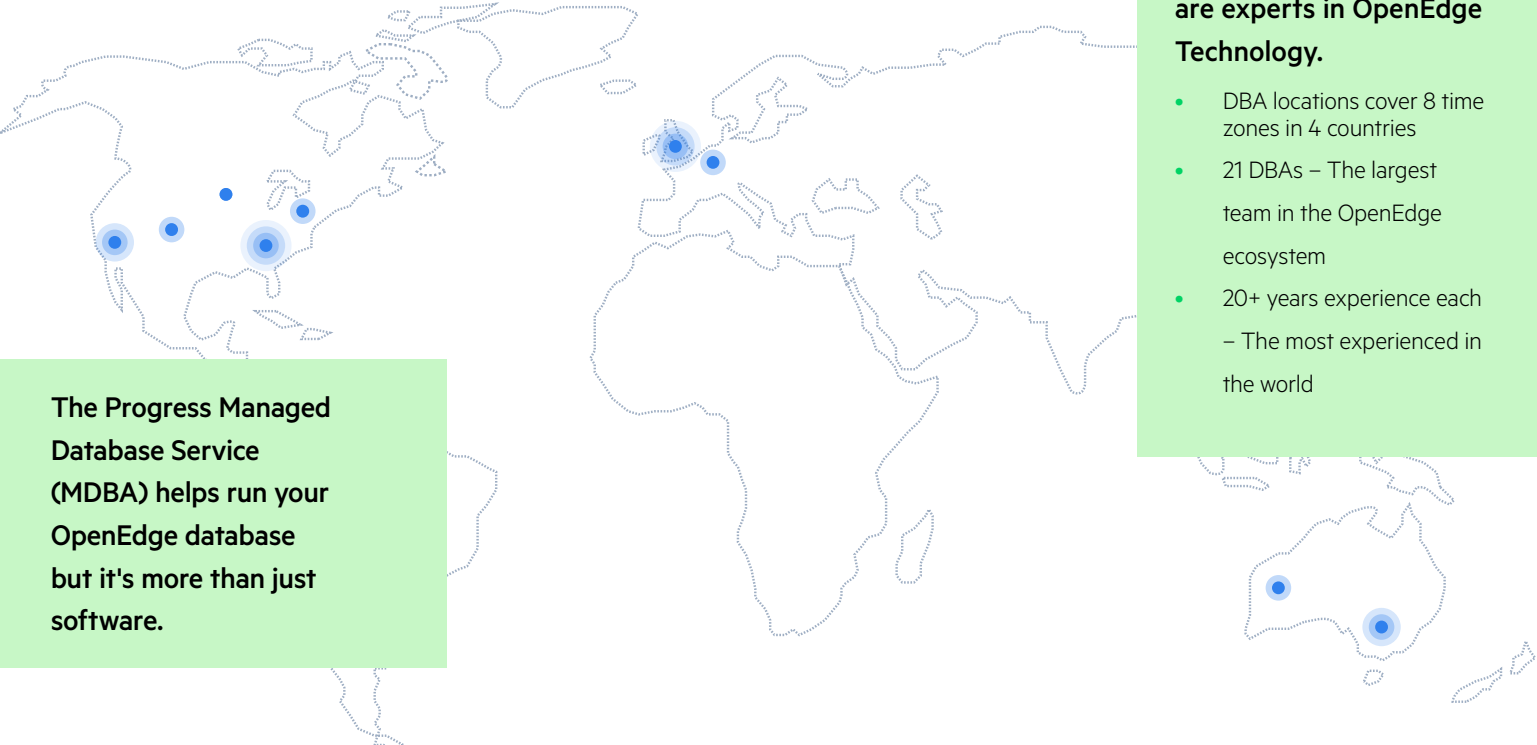


“We talk with our DBA all the time... Any time we have an issue, he helps us troubleshoot any performance issues that come up.”

Karen Epps, Application Analyst,
BerkOne

Managed Database Services

“More than just Monitoring”



The Progress Managed Database Service (MDBA) helps run your OpenEdge database but it's more than just software.

Database Team members are experts in OpenEdge Technology.

- DBA locations cover 8 time zones in 4 countries
- 21 DBAs – The largest team in the OpenEdge ecosystem
- 20+ years experience each – The most experienced in the world

160+

Customers

190+

DB Size (TB)

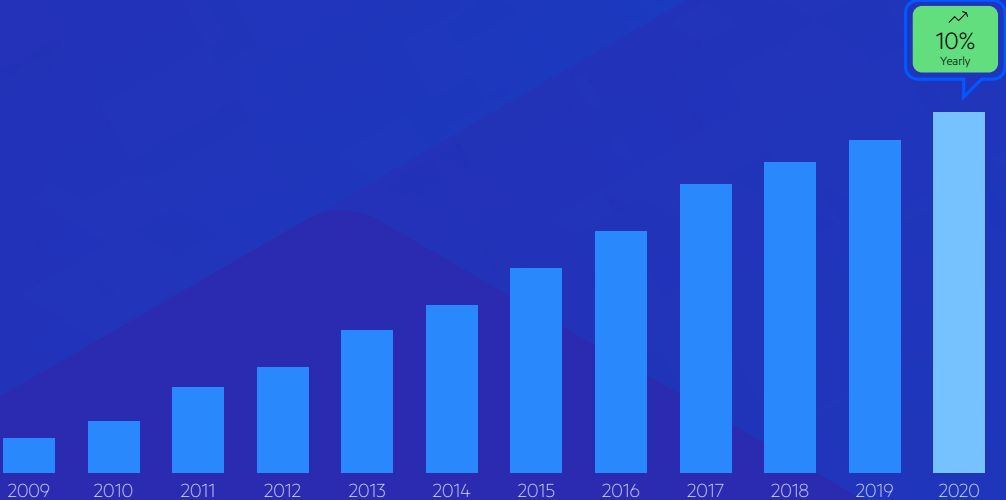
2,700+

DB Maintained

250k+

Connected Users

MDBA Subscription Growth



Managed Database Service Administration (Monthly Subscription)

	MDBA Basic	MDBA Plus
On-boarding	•	•
24/7 monitoring and support with an SLA	•	•
Preventative and proactive maintenance	•	•
Proactive planning	•	•
Monthly Reports	•	•
Web-based monitoring dashboard	•	•
Technical advice	•	•
MDBA plus built-in consulting hours	—	•
Blocks of 10-hours, highly discounted	—	•

Managed OpenEdge Replication

Services include:

- 24x7 monitoring and support of the OpenEdge and application replication processes and automated notifications if any process fails
- Restores the replication processes as directed by the client
- Provides 24/7 support of the target replication database(s)
- Reviews the disaster recovery plan quarterly and adjusts the plan as needed
- Up to 4 hours per year of unbilled support in the event of a fail-over situation
- Up to 4 hours per year of unbilled support for a trial run (in a test environment), of the disaster recovery/fail-over system

Managed OpenEdge Pro2

Services include:

- 24x7 OpenEdge Pro2 database and replication service monitoring and alerting
- 24x7 critical alert notification Service Level Agreement
- Trending reports with a dashboard to review historical database and replication statistics
- Replication queue data retention for fast recovery from disasters
- Effective for identifying bottlenecks and fine-tuning adjustments needed on replication threads



“We’ve used MDBA for a few customers...and it’s meant that customers who have the managed service don’t have to wait for us to come online to sort their issues out.”

Carol Clark, Technical Services Manager,
COINS

Check Out Our Managed Database (MDBA)

<https://www.progress.com/services/consulting/openedge/mdba>



Managed QAD

QAD Help Desk Support

- Assists with managing top-level QAD requests including but not limited to: User, Security, Menu and Printer Administration
- Browsers
- Process Maps
- QAD UI Changes

QAD Database Support

- 24x7 monitoring and support with guaranteed response time
- Follow the Sun support with 19 DBAs in 4 countries and 6 time zones – It's always daytime for a DBA
- A software-based solution:
 - » Sampling and monitoring software installed
 - » Sends email alerts to on-call DBA when issues arise
 - » Each database has customized thresholds
- A Primary DBA is assigned as the account owner and acts as a member of your team
- Proactive planning and monthly review
 - » A detailed set of recommendations in writing
 - » Environment documented so any database team member can effectively support your environment



“With MDBA, we were able to resolve a number of outstanding issues that we were dealing with for several years. We also got a level of support that was reactionary when we were encountering problems, which is what we needed.”

Bob Lansing, Director of IT Support,
Ultratec



Contact Us Today!





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<https://www.progress.com/services/contact>

About Progress

Progress (NASDAQ: PRGS) provides the leading products to develop, deploy and manage high-impact business applications. Our comprehensive product stack is designed to make technology teams more productive and enable organizations to accelerate the creation and delivery of strategic business applications, automate the process by which apps are configured, deployed and scaled, and make critical data and content more accessible and secure—leading to competitive differentiation and business success. Learn about Progress at www.progress.com or +1-800-477-6473.

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