

# Transforming Your Progress OpenEdge Enterprise Data into Trusted, Actionable Intelligence

Progress Agentic RAG Solution

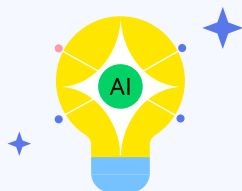
DATA SHEET



## ▶ The Challenge

The promise of generative AI (GenAI) is simple: boost productivity, lower costs, reduce risk and empower people to make smarter decisions throughout your organization. Yet, most initiatives encounter critical operational barriers:

- **Unstructured Data, Limited Insight:** Crucial enterprise knowledge is buried in PDFs, emails, videos and contracts—making it hard to access context, history and expertise when needed
- **Disconnected and Rigid AI:** GenAI tools are often isolated from Progress® OpenEdge® workflows and locked into single Large Language Models (LLMs), driving up costs and limiting adaptability
- **Low Trust and Transparency:** AI systems frequently produce unreliable answers without source traceability, posing risks to user confidence and regulatory compliance



## The Solution

Unlocking the future of OpenEdge applications starts with integrating structured and unstructured data, embedding AI into workflows and delivering context-aware, verifiable answers that drive trust and enterprise-scale impact.

This is where the Progress® Agentic RAG solution comes in. It's purpose-built for the OpenEdge ecosystem to automate the indexing and semantic analysis of your data—structured and unstructured—while orchestrating modular retrieval, validation and auditing processes at every step. This keeps responses grounded in real enterprise contexts, operational, explainable by design, and easily customized to evolving business needs.



## Key Benefits for OpenEdge Customers

- **Faster ROI, Lower Complexity:** Deploy AI-powered search, assistants and workflows in days—not months—with a turnkey, no/low-code platform. Reduce time and cost compared to custom AI development.
- **Unlocks Enterprise Knowledge:** Centralize and activate information buried in documents, videos, emails and legacy systems. Make unstructured data searchable and usable for decision-making and operational agility.
- **Adaptable and Scalable:** Customize retrieval strategies and orchestration via modular, LLM-agnostic architecture, minimizing future risk and eliminating vendor lock-in.
- **Trustworthy AI Decisions:** Feel confident that every answer includes full source traceability and built-in quality metrics, enabling transparency and compliance for risk-sensitive industries

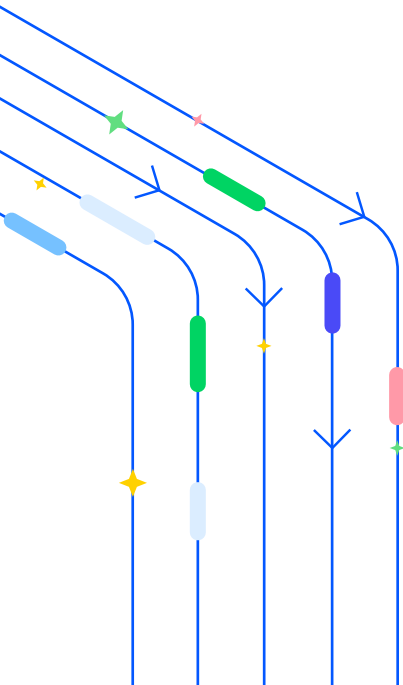


## Specific Use Cases for the OpenEdge Platform

- **Enterprise Knowledge Management:** Consolidate policies, manuals, instructional videos and wikis into a single knowledge base. Democratize access to institutional knowledge.
- **AI-Powered Search:** Search across all enterprise data (documents, tickets, chat logs, media, etc.) in natural language, backed by links to sources.
- **Domain-Specific, Context-Aware AI Assistants:** Deploy assistants to provide traceable, business-specific answers hidden deep within your data.
- **Self-Service Portals:** Embed trusted AI answers into support, sales, HR or other portals for real-time responses.
- **Regulatory & Compliance Intelligence:** Retrieve policies, procedures and audit documents, substantiating every answer with its source.
- **Automate Case Resolution:** Auto-classify and summarize support or operations tickets, reducing triage time and improving Service Level Agreement (SLA) performance.
- **Knowledge Hubs:** Build an intelligence layer behind modern enterprise knowledge hubs by unifying documents, emails, multimedia and internal systems into a context-aware knowledge base.

# Ready to Maximize the Value of Your OpenEdge Data?

Experience the Progress Agentic RAG solution with a free 14-day trial and discover how your organization can accelerate digital transformation, drive greater productivity and deliver smarter outcomes at enterprise scale.



**Learn more about Progress Agentic RAG**






## 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](http://www.progress.com)

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## Worldwide Headquarters

Progress Software Corporation  
15 Wayside Rd, Suite 400, Burlington, MA 01803, USA  
Tel: +1-800-477-6473

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