

# Leading Payment Services Enterprise Leverages Progress Infrastructure Management Tools to Support Billions in Annual Transactions

## CASE STUDY

### COMPANY

Payment Services Enterprise

### INDUSTRY

Financial Services

### PRODUCT

Progress® Kemp® LoadMaster®, Progress® WhatsUp® Gold, Progress® Flowmon®

### COUNTRY

North America

### SUMMARY

A leading North American payment services enterprise relied on key solutions from Progress' Infrastructure Management portfolio, including Progress® WhatsUp® Gold for network monitoring and the Progress® Kemp® LoadMaster® solution for application availability. As cybersecurity talent shortages intensified across the industry, the organization recognized the need to strengthen its threat detection and response capabilities without expanding headcount. After deploying the AI-powered Progress® Flowmon® Anomaly Detection System (ADS), the security team improved the speed and accuracy of identifying and mitigating threats by six times.

## Challenge

A leading Payment Services Enterprise provides electronic payment processing for thousands of businesses across North America. The organization supports credit card, debit and ACH transactions via its own integrated platforms. Generally, the enterprise will process \$100B of annual electronic transactions. On top of providing top-notch payment services to its customers, the organization needs an equally top-notch infrastructure to maintain business operations at scale.

For nearly a decade, the customer has been leveraging Progress® WhatsUp® Gold network monitoring and the Progress® Kemp® LoadMaster® solution. While the organization's IT team has established a strong foundation for application availability, they were eager to improve efficiency and infrastructure insights while maintaining the connection to Progress.

Simply put, the organization needed faster, deeper insight into its environment and stronger security capabilities. But, they did not want to increase operational complexity or staff headcount. The IT team had limited historical visibility into network traffic.

Limited historical visibility into network traffic made it difficult to analyze long-term patterns and quickly determine root causes when issues arose. Slow detection and response to network or security anomalies increased the risk of user-impacting incidents, while rising cybersecurity demands—alongside ongoing industry talent shortages—placed additional strain on existing teams.

## Solution

Building on its long-standing partnership with Progress, the enterprise expanded its infrastructure management strategy by deploying Progress® Flowmon® cybersecurity and continued to leverage the WhatsUp Gold and LoadMaster solutions.

With the Flowmon solution in place, the organization gains deep visibility into network behavior through AI-powered anomaly detection and advanced network security analysis. When used alongside the WhatsUp Gold and LoadMaster solutions, the IT team obtains an in-depth view of infrastructure health, application availability and network traffic and security intelligence. The WhatsUp Gold solution delivers real-time monitoring that enables proactive performance management and early issue detection. The organization's LoadMaster deployment maintains the availability of critical business applications by intelligently balancing traffic and supporting resilient architectures.

The Flowmon solution enables the team to efficiently capture and analyze historical traffic data, identify abnormal behavior quickly and investigate issues with greater confidence. Its AI-driven capabilities automate threat detection, investigation and mitigation, allowing security teams to proactively respond to emerging risks without adding headcount.

## Results

Threat detection and response times have been reduced from industry average timelines that can span months to just minutes, helping keep critical payment systems secure and available. These gains were achieved without expanding the security team, as AI-powered analysis now handles much of the detection and investigation work that previously required manual effort.

The enterprise achieved significant improvements in both operational efficiency and resilience as the IT team has unified infrastructure visibility, application availability and AI-driven security analysis. The organization can now detect, identify and resolve user-impacting network issues six times faster, supported by historical insights that dramatically accelerate root-cause analysis.

The organization continues to refine its use of AI-driven capabilities, including exploring additional ways to optimize performance, increase automation and strengthen security across its infrastructure using Progress technologies.








Transform your network, applications and underlying infrastructure with **Progress Infrastructure Management software.**

## 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 personalized digital experiences with agility and ease. Businesses of all sizes get a trusted provider in Progress, with the products, expertise and vision they need to turn AI disruption into a competitive advantage. Millions of developers and technologists at hundreds of thousands of organizations depend on Progress every day. Learn more at [www.progress.com](http://www.progress.com)

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