

Leading Payment Services Enterprise Leverages Progress Infrastructure Management AI 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

United States

SUMMARY

A leading North American payment services enterprise relied on key solutions from Progress' Infrastructure Management portfolio, including the Progress® WhatsUp® Gold solution 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 and, on average, 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 for centralized monitoring of its growing device estate and the Progress® Kemp® LoadMaster® solution for application delivery and resilience. That foundation, now extended to more than 1,000 monitored devices across three WhatsUp Gold server instances, with log and configuration management in place, has provided the operational bedrock on which the team has continued to build. Simply put, the organization's IT team had limited historical visibility into network traffic; they needed faster, deeper insight into its environment and stronger security capabilities. But, they did not want to increase operational complexity or staff headcount.

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 serves as the team's central nervous system for device health, providing real-time monitoring across more than 1,000 managed devices distributed across three WhatsUp Gold server instances. This distributed architecture supports monitoring continuity and scales with the organization's footprint without sacrificing visibility. Beyond real-time alerting, the

team leverages WhatsUp Gold log management capabilities to centralize event data across the environment—enabling faster correlation of issues and maintaining the audit trails required in a regulated payments environment.

Configuration management capabilities further reduce risk by allowing the team to track changes, identify configuration drift and maintain a device's optimal state. Working in harmony with other Progress applications, the organization's LoadMaster deployment supports 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. Together, the WhatsUp Gold, LoadMaster and Flowmon solutions provide the IT team layered, complementary visibility, from individual device health and configuration state, through application traffic and availability, to network-wide behavioral analysis and threat detection, without requiring separate tooling from multiple vendors.

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.

The breadth of the Progress infrastructure management portfolio also delivers operational value well beyond security. With more than 1,000 devices centrally monitored across three WhatsUp Gold instances, the team maintains a consistent, real-time view of network health without requiring additional headcount to manage device sprawl. Log and configuration management capabilities provide the audit visibility and change control essential in a payments environment subject to strict compliance requirements. The LoadMaster deployment maintains critical payment processing applications remain available even under peak transaction loads, with intelligent load balancing that supports resilient, always-on architectures. Taken together, the suite enables a lean IT team to manage enterprise-scale infrastructure with confidence.








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

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