



Ensure the success of every single important business transaction with end-to-end visibility, dynamic controls for driving service to meet business goals, and consistent policy enforcement

HIGHLIGHTS

- > Monitor transactions end-to-end—for 100% visibility into the heterogeneous production environment, including unmanaged systems
- > Prevent incidents proactively, detect issues in individual transactions early, and diagnose their root cause fast—to minimize downtime and ensure SLA compliance
- > Improve business execution using multi-dimensional business analytics generated by actual processes and accessible in real-time dashboards and historical reports
- > Ensure that important transactions, customers, partners, or channels take priority—with runtime controls for optimizing service delivery to improve business outcomes
- > Lower TCO via no coding and minimal configuration, easy administration, and low management overhead

OPTIMIZING TRANSACTIONS: THE CHALLENGES

Companies implement service-based applications for easier integration, improved agility, and lower IT costs. But, sporadically, there are process interruptions or delays, undetected invalid data, business exceptions, or lost orders. Change breaks process behavior. These issues are especially detrimental in business-critical applications—those that affect revenue, productivity, and customers, partners, or channels.

The problem is that modern, service-based, composite applications result in greater IT complexity. They execute across heterogeneous systems, may be owned by different organizations, and reside in different locations. As a result, it's difficult to:

- > Get visibility into every transaction step to detect issues before end users suffer or service-level agreements (SLAs) are violated
- > Diagnose incidents quickly to minimize business interruptions and avoid protracted, costly support issues
- > Know how and by whom services and processes are used—to ensure applications serve business goals

Traditional IT management tools are used after end users report problems. Also, they just offer metrics on how systems are executing without showing the business impact, so you can't see and manage service-based applications in sync with business objectives. Yet some management tools for service-based applications require time-consuming, costly re-coding and re-configuring as well as adding expensive server power as the production environment evolves.

With all of these barriers, how can you ensure the success of important business transactions?

RUNTIME BUSINESS TRANSACTION ASSURANCE

Progress® Actional® Management Server assures that important business transactions get processed successfully and even optimizes the operation of mission-critical applications to serve business goals.

DATA SHEET

Observe Transactions End-to-End—to Detect Issues Proactively

Actional Management Server tracks each transaction end to end across today's heterogeneous, distributed environments—with unmatched breadth and depth. As a result, you can spot delays, missed steps, operational anomalies, and lost transactions and pinpoint looming issues early—to avoid full-blown incidents and minimize downtime. Key capabilities include:

- **End-to-end visibility into performance and availability**—based on patented Flow Mapping™ technology. This automatically discovers and maps all services and their interdependencies while updating itself when services change—without coding or modeling.

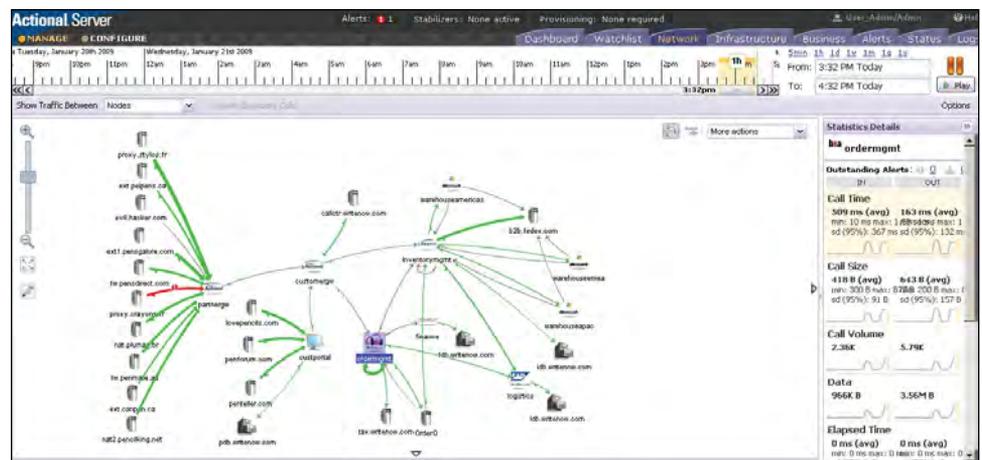


Figure 1: Automatic tracking of services and their interdependencies

- **Tracking flow through unmanaged nodes** – by relating the data fields of the inbound messages to outbound messages in the managed nodes. Because Actional reconnects the flow, you have visibility into every process step including systems in the transaction path lacking an agent.
- **Real-time and historical process data**—available in real-time dashboards and historical reports. You always know what's happening, or not happening, in the runtime environment and can compare it to past performance.

Diagnose and Repair Issues Quickly

When problems occur, Actional Management Server enables fast root cause analysis to prevent business interruptions and service-level agreement (SLA) violations.

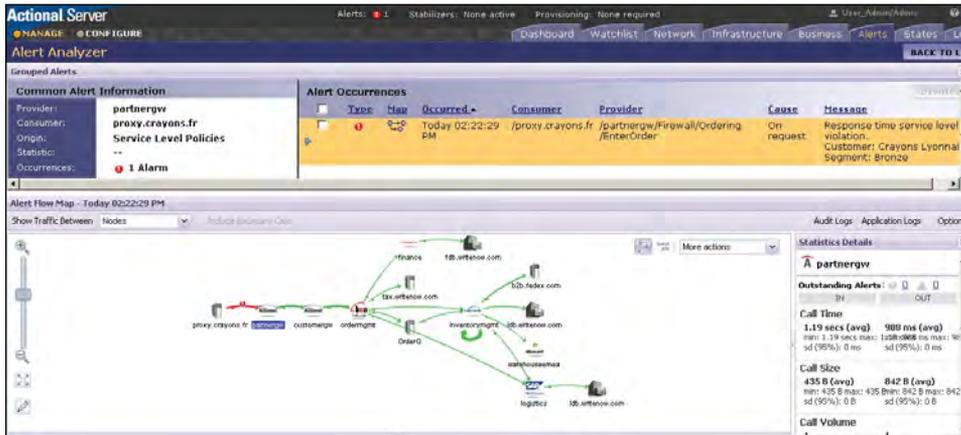


Figure 2: An alert triggers a display of a flow map of the individual “violating” transaction.

- **Policy authoring and policy-based alerting**—allow you to take action before a crisis occurs. With an easy-to-use, centralized interface, experts can create business, security, and compliance policies, including service alert thresholds and actions for active IT management of SLAs. Unique to Actional, policies can be authored to meet your specific business need – from simply monitoring average metrics or setting policy for a single transaction, to a single but compound policy that combines multiple metrics and multiple classes of service. When a policy is violated, Actional Management Server sends an alert, so you can respond before end users report the problem or before business is negatively affected.
- Policies can be applied to managed or unmanaged nodes in the transaction flow; to an entire process; or to abstract types of information, such as “personal identity.”
- **Custom log management**—gives you greater insight into the application layer by integrating the Actional audit log with application errors and events. This allows you to diagnose application-level problems more quickly and easily without grepping log files.

With these capabilities you can maximize uptime and keep customers, partners, and channels satisfied. By minimizing problems, you also minimize support time and costs.

Gain Unprecedented Business Insight—for Smarter Decisions

Actional Management Server also provides a business process visibility into executing transactions. You can view and manage service-based applications to the needs of the business, rather than just against IT requirements. Specifically, Actional provides.

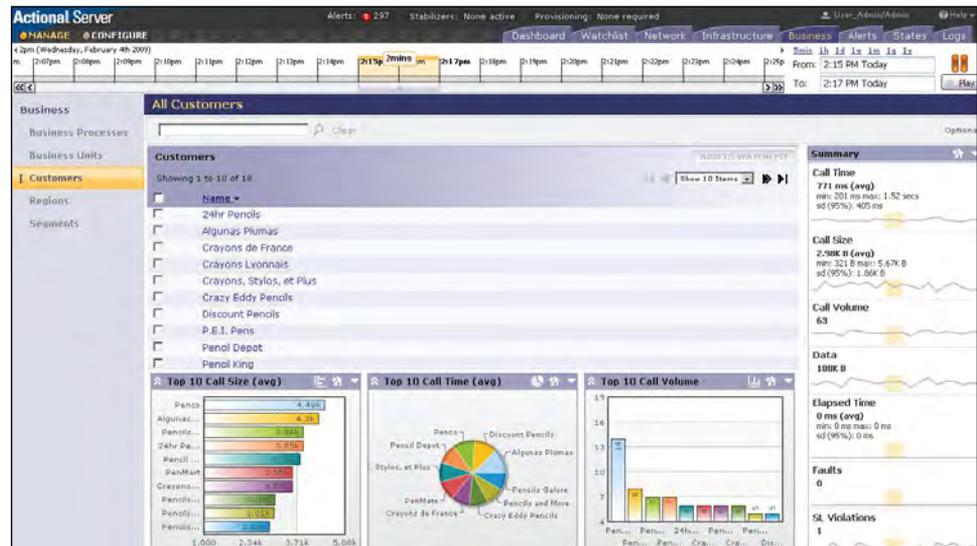


Figure 3: Multi-dimensional business analytics

- > **Business insight**—into how customers, partners, regions, and other entities critical to your business are being serviced. Flow Mapping relates end-to-end **business process execution** to the underlying IT activity, without manual modeling. It captures service levels, process metrics like order-to-fulfillment times, and key business indicators as transactions flow across network systems—even on unmanaged network nodes.
- > **Decision support**—based on multi-dimensional business analytics. Users can simultaneously view and analyze this information on a differentiated basis: by individual customer, customer class or group, region, division, or any other custom dimension. Metrics and analytics are available in both real-time operational views and user-configurable, browser-based dashboards, in easy-to-understand graphical formats.

Prevent Business Loss and Optimize Business Outcomes

Proper service provisioning is crucial to increase customer satisfaction, avoid business loss, and support internal efficiency. Actional Management Server provides **automatic and manual runtime controls for dynamically optimizing service delivery** and distributed service-based applications to achieve desired business outcomes immediately and in the long term. These ensure the most important customers, partners, and channels get the best service.

You can modify application behavior to accommodate temporary issues like congestion or service outages, re-route service traffic to optimize service for key customers during peak load times, or ensure high-value transactions are quickly processed. During service upgrades and versioning, you can also move consumers of the impacted service to the new versions over time, avoiding transaction disruptions and resulting business loss. These actions are achieved through policies, alerting, and content-based routing.



LOWER TOTAL COST OF OWNERSHIP (TCO)

Actional Management Server provides all of these features with a lower TCO. Its unique architecture results in:

- > **Reduced development and management overhead and costs**—Actional eliminates the coding and manual configuration otherwise required to monitor service-based applications.
- > **Efficient, cost-effective, and consistent policy management with no coding**—Policy experts can centrally create policy and apply it where appropriate on the distributed network for accurate, consistent policy enforcement. Developers are relieved of the burden of coding policy. This decoupling of policy creation and enforcement enables services and policies to version independently—without requiring recoding.
- > **Low latency, high performance**—Actional’s non-invasive points of visibility and control that enable end-to-end monitoring and management produce just microseconds of latency on managed nodes.
- > **Cost-effective, enterprise-class scalability**—a single Actional Management Server can handle more than 1,000 managed nodes.

TECHNICAL SPECIFICATIONS

Actional Management Server is certified to run on the following platforms:

- > Operating systems: Microsoft Windows, Red Hat Linux, Red Hat Enterprise, Linux Red Hat pSeries, Solaris (including the x86 series), HP-UX, IBM AIX
- > Browsers: Microsoft Internet Explorer, Mozilla Firefox
- > Application servers: Oracle WebLogic Server (formerly BEA WebLogic) Server, IBM WebSphere, JBoss Server, Oracle Application Server (OAS), SAP NetWeaver
- > Databases: SQL Server, Oracle, DB2, PostgreSQL, Apache Derby, MSDE
- > Java virtual machine: Sun JDK, Oracle Jrockit JVM (formerly BEA Jrockit JVM)

Actional Management Server provides visibility into applications on the following platforms: Oracle WebLogic Server (formerly BEA WebLogic Server), IBM WebSphere, JBoss Server, Oracle Application Server (OAS), Systinet WASP/J, Microsoft .NET framework, SAP NetWeaver Application Server, Progress® Sonic® ESB, Progress® SonicMQ®, Progress® Artix® (formerly IONA Artix), Oracle Service Bus (formerly BEA AquaLogic Service Bus), WebMethods Integration Server, X-broker, and Cisco Reactivity. It also provides visibility into Lombardi TeamWorks and TIBCO ActiveMatrix Business Works business process management (BPM) solutions.

TAKE THE NEXT STEP

Build quality into your new service-based applications during pre-production as well as monitor and manage your existing runtime environment for a lifecycle approach to business transaction assurance with Progress® Actional® Enterprise. For more information, contact your local Progress sales representative or visit www.progress.com/actional.

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Progress Software Corporation (NASDAQ: PRGS) provides application infrastructure software for the development, deployment, integration and management of business applications. Our goal is to maximize the benefits of information technology while minimizing its complexity and total cost of ownership. Progress can be reached at +1-781-280-4000.

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