



TECHNOLOGY AUDIT

# Progress Responsive Process Management

Progress Software

## SUMMARY

### IMPACT

Progress Responsive Process Management (RPM) is a composite product that brings together enhanced visibility of comprehensive information, complex event processing (CEP), and business process management (BPM). These are delivered as a single integrated product aimed at enabling organisations to gain a comprehensive insight and respond more rapidly to changes to the environment in which they operate. RPM is the first commercial product to combine these functional capabilities in this way.

- Business users are provided with an enhanced insight into the information (both internal and external) that influences business decisions
- Process discovery, modelling, and automation enable processes to be visualized, automated, and subsequently made more effective
- CEP monitors events at very high volume to detect patterns of behavior that require action
- The integration of these capabilities mean that in-flight processes can be altered or new process instances initiated either by business user interaction or automatically as a result of event pattern detection.

### KEY FINDINGS

<b>Strengths:</b>	<ul style="list-style-type: none"> <li>✓ Integration of key capabilities shortens the time to value for organisations needing to become more responsive to the changing business environment.</li> <li>✓ Control Tower component provides a focus point for visibility into the business environment, modelling process enhancements, and responding to complex events.</li> <li>✓ Solution accelerators provide a further shortcut to implementations for appropriate use cases.</li> </ul>
<b>Weaknesses:</b>	<ul style="list-style-type: none"> <li>✗ Early release product with a small user base and scope for functional enhancement.</li> </ul>
<b>Key Facts:</b>	<ul style="list-style-type: none"> <li>i Although delivered as an integrated product, existing investments in competitive point solution products can be retained.</li> <li>i No direct competitors with same breadth of functionality.</li> </ul>



### LOOK AHEAD

Because RPM is a new product – in fact a new style of product – Progress has identified a large list of potential enhancements, which Ovum anticipates will be prioritized by customer experience. Short-term enhancements are likely to include the replacement of the three federated repositories with a single unified repository that will provide improved and simplified coordination of the functional areas.

It should be expected that Progress will deliver additional solution accelerators to speed the time to value for further business cases. (In fact at the time of writing Progress has just announced its Order Management Solution Accelerator for Telecommunications Service Providers.)

Functional enhancements to the RPM product are likely to include extended standards support, community and collaboration support, further improvements to the analytics capability, improved lifecycle management, and extensions to the business process environment to broaden its reach.

### OVUM VIEW

Progress uses the term 'operational responsiveness' to describe one of the fundamental characteristics that are required for an organisation to be effective in today's dynamic environment. What is meant by the term is that an organisation should behave appropriately as market conditions, external events, internal capabilities and capacities all change independently of each other, so that the organization take advantage of new opportunities, reduce the risks it incurs, and operate more effectively. The processes that define what an organisation does, how it appears to the outside world, and how effectively it executes its operations all need to adapt to the changing environment.

In the technology world that has evolved as the mainstream solution to this requirement, multiple technologies are required: business process management (BPM) to model, implement, and execute the processes; business analytics to determine how effectively the processes are working; complex event processing (CEP) to understand the implications of many streams of internal and external events; business rules processing to determine the appropriate actions for a given set of conditions and variables; and visibility into end-to-end transactions to track and audit their progress. The interrelationships between all of these components and the vast amount of information that has become available must be understood before its impact on processes can be ascertained and appropriate tuning performed.

RPM is designed to remove much of the complexity and human interaction from this scenario by creating an integrated suite built on best of breed products under the centralized control of a single visualization and management tool. The 'industry accelerators' available for some business scenarios will reduce the learning curve and improve the time to value for this evolving style of computing.

#### Recommendations

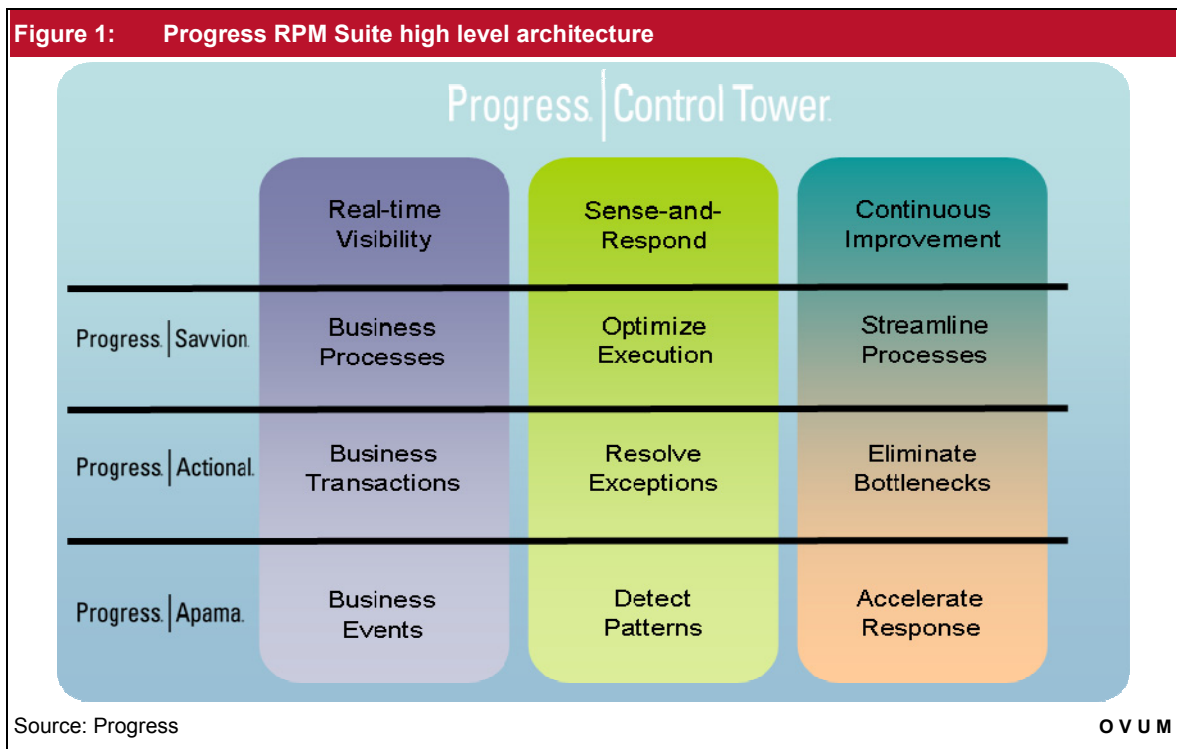
- **Organisations whose requirements are met by solution accelerators:** Unless an organisation has already made a significant investment in creating an operational responsiveness solution around best of breed products, it will be worth seriously considering the competitive advantage and improved effectiveness that could be achieved by deploying RPM.

- **Organisations operating in a response-critical business environment:** Any large organisation that operates in an environment where the ability to respond to change, or to detect and act on exception conditions is both time-critical and has a high value, should consider the capabilities of RPM and its potential to improve the effectiveness of the enterprise.
- **Organisations that have already made substantial investments in BPM, CEP, or BTM:** Organisations with existing investments that overlap with some of the functionality delivered by RPM should investigate the effort that would be needed to integrate this into the overall solution as part of the cost/benefit equation.

## FUNCTIONALITY

### SOLUTION OVERVIEW

At face value, Progress RPM is an integrated packaging of Progress Actional (business transaction monitoring (BTM) and policy enforcement), Progress Apama (CEP), and Progress Savvion (BPM and business rules management), together with Progress Control Tower, which provides a business-user focused unified interface. Rather than each component operating independently to deliver discrete capabilities, they all collaborate across the three major themes of real-time visibility, sense and respond, and continuous improvement, as shown in figure 1.



The purpose of the suite is to allow a business to react more quickly and more appropriately to individual events, complex combinations of events, and changes to the business environment in which they operate. This adaptability is enabled by dynamic modifications to process models or process instances, or to business rules that influence the way in which a process operates. The changes themselves may be entirely automated where the scenario fits into a predictable pattern, or could be altered by human intervention after alerting and the provision of relevant and integrated information through the control tower.

The visibility of the impact of the changes that have been made provides important feedback to make the system more aware of cause and effect, so that the quality of decisions improves incrementally.

In operation, a typical scenario is that event interceptors installed within the business applications and existing processes will pass detailed information to Control Tower and combined to show a current and detailed business perspective of the process as it currently exists. Specific alerts can be established that rapidly bring exception conditions to the attention of the appropriate person. Manual responses can be input through Control Tower to initiate system or human activities. Automated responses can be initiated by Apama or Actional. Business users can adjust the thresholds, change business policies, or establish new event patterns of interest in order to tune the environment to the current business context. Typically a developer will design, test, and implement new policies and rules, which business users can thereafter tune by changing thresholds and parameters. New or substantially changed processes will also be created by developers through a conventional lifecycle.

## SOLUTION ANALYSIS

### Integration of the RPM suite

Progress dislikes the term 'software stack' since it implies a dependency between components and layers of the stack that make it difficult to introduce alternative products. In fact, Progress has ensured that the interoperability is entirely open and it has several examples of customers that have introduced competitive components into the suite – for example where an existing investment has been made in a BPM product before the decision to implement RPM.

The components communicate at runtime through a Java Message Service (JMS) layer. By default, Progress Sonic provides the JMS layer, but at the user's discretion this can be replaced with any other compliant product – commercial or open source. Progress makes available the message formats that are used between the components as a common information model, and replacing one of the components would mainly be an issue of mapping the messages used by the new component to those in the common model. This has been shown to be a viable option.

At the current version Savvion, Actional, and Apama each uses its own repository to manage its metadata and store information as needed. These repositories are federated to ensure consistency across the environment. At a future version it is planned to replace these federated repositories with a single unified repository.

**Performance and scalability**

There is considerable deployment flexibility to ensure RPM delivers the required level of performance and responsiveness depending on the workload specifics. Typically the Control Tower executes within a Web container while each of the other components executes on a server. All of these may be clustered individually or they may share the run-time environment. Savvion and Actional require the use of a RDBMS, and this too may be clustered and/or shared as required.

**Industry Accelerators**

Progress provides 'industry accelerators' to short-cut the initial design time for common industry scenarios, and reduce the time taken to deliver business value. The current aim is to provide an 80% complete framework around common use cases such as Communications Order Management and Market Surveillance in Capital Markets. This approach has been used successfully with other types of product where a complex design phase can lead to protracted deployment. At the current stage of maturity of the product these should not be regarded as 'best practice' models, but if used as intended to provide a fast start these could add significant value to the suite.

Progress is working with customers and partners to extend and enrich the range of industry accelerators that is available. The successful delivery of these will provide an important contribution to the rate of market adoption of RPM.

**PRODUCT STRATEGY**

RPM is central to Progress's strategy built around enabling operational responsiveness. RPM in particular is intended to address the gap between recognition of the requirement for organisations to be able to dynamically adapt to new situations and opportunities, and the actual capability to implement it. By being the first to address this requirement with a specifically targeted, integrated suite of functionality, Progress is well placed to increase its market penetration and visibility, thus fuelling the organisation's plans for growth. Ovum believes that the requirement is only likely to grow in importance as business use of social media and mobile computing increases the volume of information and the number of channels to be monitored and acted upon.

The underlying theme is to reduce the latency between a change occurring to the business environment (both macro changes such as political, social, or environmental upheaval, and micro changes such as discrete events that impact individual transactions or clients). The two ends of this chain are the monitoring of an increasing number of information feeds both within or external to the organisation, and an adjustment to a business process path (including in-flight process instances) that is optimal to the altered business environment. In between the two ends there will be various analysis tasks, the application of business policy and governance rules, and the redesign or detailed tuning of an established process. In some instances the tuning can be made fully automated, while in others a human decision-maker must be presented with current, relevant information on which to base the most appropriate response. All of these individual capabilities already exist (at different levels of maturity), but the cost and complexity of integrating these into an effective business solution is beyond the means of most organisations. Hence Ovum believes that the requirement identified by Progress represents a genuine market opportunity.

Even given the availability of an integrated operational effectiveness technology suite, most organisations will still be faced with a steep learning curve, particularly at this early stage of the market where most will have little practical experience to call on. Hence the intention of Progress is to extend the range of industry accelerators, backed with comprehensive training and implementation services from Progress and its partners, and this should be seen as an important ingredient in the product strategy.

Progress already has strong geographic coverage across all of the major markets and most of the high-growth emerging economies. For historical reasons it has already developed a synergy with a number of key vertical industries including financial services (particularly in capital markets, banking, and insurance), communications, travel and leisure, and transportation and logistics. It so happens that these vertical markets also have business models that stand to benefit particularly well from the process effectiveness offered by RPM. It is also quite clear that a leading-edge solution such as RPM will currently carry a premium price-tag, and will therefore be targeted at large commercial and public sector enterprises. The future availability of multi-tenancy suggests that the start-up cost might become realistic to mid-to-large sized organisations in a few years time.

Progress has always been very successful at cultivating active value-added reseller (VAR) and systems integrator (SI) channels, and its sales strategy is to continue to encourage all of these channels in parallel with its own direct sales operation. Key implementation partners include Accenture, Virtusa, Cap Gemini, Cognizant, HCL, Logica, and Tech Mahindra TCS, while other SI partners include Bearingpoint, Lockheed Martin, EDS, and Northrop Grumman, Online Business Systems, Adaptris, Whitestar, GreenHat, Kerf Limited, Logica Sverige AB, Strand Interconnect AB, Evitec Unify AB, Avella AS, Lemontree Enterprise Solutions, Interi, Collaborative Consulting, D.O.Tech, Jarus Technologies, Inc., MomentumSI, Sierra Systems, Bravepoint, and Cogentes. Some of these SIs are actively engaged with Progress in developing further industry accelerators and building higher-level applications that exploit RPM capabilities.

Global reseller partners include Layer7, HP, and Fujitsu, and in addition geographic coverage resellers allow Progress to expand its regional footprint. These include: Orca (Korea), Lancer (Taiwan), Kingslake (South Asia-India), PT Programa (Indonesia), First Technologies (Philippines), Kingslake (Sri Lanka), PSP (Thailand), CTC (Bulgaria), Infodesign (Croatia), Andmevara (Estonia), Online (Hungary), Moding (Israel), Baltic Amadeus (Lithuania), Infos (Portugal), Crescendo (Romania), Saudico (Saudi Arabia), Servodata (Turkey), Overall (Argentina), Global Technology SW (Chile), Quantum (Colombia), and Reinsa (Central America).

## **IMPLEMENTATION**

Because this type of suite represents a significant departure from most IT projects, many customers favour an initial proof of concept project that can be installed and implemented by one person over one or two days. A more meaningful prototype could be constructed by a small team of two or three in around 10 to 15 days. The complexity of a project is influenced by the number of integration points and the number of user widgets to be created in the Control Tower component. A typical departmental deployment might take 60 to 90 days with a team of four to five, while an enterprise-wide strategic deployment could take a team of seven to eight between 90 and 120 days (but which may be split into several smaller projects).

The main skills required are modeling and integration, but specific RPM training on these and deployment issues will be required. For larger projects, project management, enterprise architecture, and performance testing skills will also be needed.

Progress provides a set of services that complement the project requirements and skills transfer that will be needed, specifically an assessment service that uses a formal methodology to create a roadmap and implementation plan, and target architecture through a series of interviews; an implementation service that uses an agile implementation methodology to create the initial implementation and set of Control Towers; and an infrastructure deployment service that focuses on integrating RPM into the customer's existing operational and governance infrastructure.

Progress's standard support is priced at 22% of the license net price and includes direct access to technical support during the working week, after-hours support, and escalation to senior level support, in addition to the usual forums, Web support, and online information resources. Alternatively, mission-critical support is priced at 25% and adds 24\*7 technical support, automatic problem escalation, a dedicated technical account manager, and scheduled briefings and conference calls.

**Investment Property Databank (IPD):** IPD is a global information business dedicated to the objective measurement of commercial real estate performance, providing real estate performance analysis for funds, investors, managers and occupiers.

IPD wanted its analysts to be adding value to customer analysis and reports by providing authoritative insight rather than spending time focusing on improving data quality. Progress RPM has been implemented to customize and improve customer service by streamlining existing processes for customer data collection and cleansing, dataset analysis and distribution, and to move from batch processing to event-based business processes. The Control Tower component provides analysts with visibility into these processes and allows them to configure the analytics engine to their own requirements without IT intervention.

**Royal Dirkzwager:** Royal Dirkzwager provides real-time information on global shipping movements and events to clients around the world. RPM is used within its 'Lines at Sea' service that is able to process thousands of incoming events per second and deliver relevant information to clients by XML message, email, or text. Clients subscribe to specific geographical areas of interest and are immediately informed of any relevant movements or events in the subscribed area.

**3 Italia:** 3 Italia provides 3G services to customers in Italy, and was an early provider of converged billing, delivering a single charging system for pre- and post-paid services of voice, video, SMS and data. Very high volume information results in hundreds of key performance indicators. RPM has been deployed to present customised real-time information through dashboards to users responsible for different areas of performance to allow them to manage problems proactively, minimising the impact on customer experience and revenue. It also consolidates the information along with customer information such as service requests and account balances to permit the appropriate action to be taken.



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