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Premier Brazilian Telecommunications Company — Global Village Telecoms — Switches to Progress® Communications Order Management Solution Online

BEDFORD, Mass.--(BUSINESS WIRE)-- Progress Software Corporation (NASDAQ: PRGS), a leading enterprise software provider that enables companies to be operationally responsive, today announced that premier Brazilian telecommunications company, Global Village Telecom Brazil (GVT), a part of the Vivendi group, has successfully deployed the Progress® Communications Order Management (COM) solution, across their OSS/BSS infrastructure. GVT is using the Progress COM solution to manage the core processes around their customer's service fulfillment and exception handling activities for retail and corporate customers voice and broadband services.

Powered by the Progress® Savvion™ BPM platform, the Progress COM solution facilitates the management of all critical business processes within the order management lifecycle and enables GVT to bring new and existing bundled services to market faster across multiple, disparate B/OSS platforms leveraging their current infrastructure.

Since deploying the Progress COM solution, GVT has been able to dramatically improve their response to customer requests and orders as well as improve the operational efficiency of handling telephone service requests and network activation orders. At GVT, each service order in their system comprises many, complex elements including contract and agreement reviews, infrastructure availability in both the requested service area and in the service plant itself, confirmation on personnel and materials availability, planning of installation schedules, and several other critical factors.

Giulliano Fabrizio Carvalho, system manager, Global Village Telecoms, said: "Using the Progress Communications Order Management solution, our team was able to map out and automate many routines that had been delayed or delivered in an inconsistent manner in the past because of the many people that had to be involved the process. Within days of deployment, we were responding to service orders with almost 96 percent on-time completion, compared to previous levels of 89 percent. After four months, we are now hitting at almost 100 percent on-time completion. The easy initial implementation and great results we are achieving have convinced us that we need to roll this solution out across all strategic businesses."

GVT has plans for a full service roll-out over the next two years in Rio de Janeiro, Brazil's second largest city, and the introduction of pay-TV features for customers in Sao Paulo later this year.

The Progress COM solution delivers four primary benefits. First, it provides improved visibility across GVT's customer order lifecycle and enables them to better manage any potential order exceptions. Second, it facilitates the deployment of new bundled services and changes to current offerings more easily, allowing GVT to bring these services to market faster. Third, it enables the synchronization of related activities across processes that would otherwise be disconnected. And fourth, it leverages legacy infrastructures thus extending the ROI in B/OSS platforms.

Sanjay Kumar, vice president of Communications and Media Industry at Progress Software, said, "With the pace of change in the communications industry increasing exponentially, our customers tell us that the underlying operational and business support systems are falling under considerable stress and strain due to the necessity of bundling new and innovative services. This means that a service provider's ability to meet customer expectations for order fulfillment is constantly challenged, making it nearly impossible for organizations to strategically manage their business, as well as drive process improvements that best enhance their customer's experience."

The Communications Order Management solution is a unique capability layered on the Progress Responsive Process Management (RPM) suite specifically for the telecommunications industry. The Progress RPM suite delivers immediate and actionable insight into business operations and enables business users to gain visibility into critical processes, immediately respond to events, and continuously improve their business performance—without disruption to existing infrastructure. In essence, it enables executives to respond to what is going to happen, before it does.

Many of the worlds' leading communication companies use Progress communications solutions, including Belgacom, Level3, Qwest, Alcatel-Lucent, China Mobile, Verizon, Frontier Communications, H3G — 3 Italia, Huawei, Sprint, Portugal Telecom, Orange UK, One.Tel HK, Cablevision, Telecom Italia, and many more.

About Progress Software Corporation

Progress Software Corporation (NASDAQ: PRGS) is an independent enterprise software company that enables businesses to be operationally responsive to changing conditions and customer interactions as they occur — to capitalize on new opportunities, drive greater efficiencies and reduce risk. The company offers a comprehensive portfolio of best-in-class enterprise software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and deployment — all supporting on-premises and SaaS/Cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership. Progress can be reached at www.progress.com or +1-781-280-4000.

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