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KVH Selects Progress Software for Improved Business Performance in Japan

Integrated Communications And IT Management Solutions Provider To Reduce Time To Market And Make Business Productivity Gains By Implementing Operational Responsiveness Solutions

TOKYO--(BUSINESS WIRE)-- Progress Software Corporation (NASDAQ: PRGS), a leading software provider that enables enterprises to be operationally responsive, announced today that Japanese integrated communications and IT management solutions provider, KVH Co., Ltd., has selected the Progress Responsive Process Management® (RPM) suite, the Progress® Communications Order Management (COM) solution accelerator, and the Progress Responsive Business Integration (RBI) solution to dramatically improve visibility and control across their operations, accelerating delivery of service to customers and bring new and existing bundled services to market faster across different business teams and multiple, disparate B/OSS platforms. This strategic decision enables KVH to achieve a higher level of business performance while significantly enhancing their customer's experience.

Leveraging the operational responsiveness capabilities of the Progress RPM® and Progress RBI solutions along with the Progress COM solution accelerator, KVH can provision new products and services faster, more effectively respond to potential customer issues, and run a more streamlined order-to-cash process.

Joe Duhamel, KVH EVP Systems & Technology, states: "The Progress solutions will help us streamline our business processes and improve overall operational effectiveness, thereby enhancing the quality of our service to our customers. The Progress team demonstrated a deep knowledge of our business needs and has already provided exceptional support during the initial requirements and implementation phases."

This strategic IT project begins initially with the implementation of the Sonic® Enterprise Service Bus (ESB), the Savvion® Business Process Management (BPM) platform, and the COM solution accelerator; it enables KVH to become even more responsive to the needs of their customers through improved business process management and tighter application and system integration.

In addition, KVH will use the new and fully interactive Progress Control Tower™ product, which is unmatched in the industry with its rich visualizations, interactive analytics and intuitive drill down functionality across live and historical data. KVH managers across business lines will have access to a wealth of relevant, key performance indicators (KPIs) and business information.

Richard Reidy, chief executive officer at Progress Software, commented: "We are delighted that KVH has chosen to partner with Progress Software. KVH is a very successful integrated communications and information technology management services provider. To further improve their competitive advantage and to meet customer expectations for superior levels of service at a quicker time to delivery of service, KVH is continuously evolving its organization and internal systems to drive process improvements that best enhance their customer's experience."

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 KVH

KVH was established in Tokyo in 1999 by Fidelity Investments as a Japan focused IT/communications service provider. As an information delivery platform that allows enterprise customers to store, process, protect and deliver their vital business information, KVH offers integrated communications and IT management solutions that include managed and cloud services, data center services, professional services, data networking, internet access, and voice services. KVH operates the lowest latency network in Japan, and with over 450 financial services customers, is the leading provider of ultra low latency network and proximity hosting solutions to the high frequency trading community in Tokyo and Osaka. KVH also offers low latency connectivity services between major financial markets in the Asia/Pacific region and the US including Tokyo, Chicago, New York, Singapore, Hong, Kong, Shanghai, and Sydney. More information on KVH can be found at www.kvh.co.jp/en/.

About Progress Software Corporation

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises 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 infrastructure 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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