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Progress Software Launches New Order Management Stability Solution Accelerator for Telco Service Providers

New Product Eliminates Order Fallout by Integrating Multiple Order Management Systems

NICE, FRANCE, May 18, 2010 (MARKETWIRE via COMTEX News Network) -- Progress Software Corporation (NASDAQ: PRGS), a leading software provider that enables enterprises to be operationally responsive, has announced the launch of the new Progress(R) Order Management Stability solution accelerator. The Order Management Stability solution accelerator provides telco service providers with the ability to gain end-to-end visibility across multiple order management systems, identify order fallout and resolve potential problems across their customer order lifecycle, without needing to change their existing operational support system (OSS) infrastructure. The solution accelerator can be deployed rapidly and can dramatically reduce the cost of order fallout, while leveraging existing order management applications and provisioning systems.

The Progress Order Management Stability solution accelerator, which supports both complex services and high transaction service offerings, is built on the Progress(R) Responsive Process Management (RPM) suite, which brings together comprehensive visibility, detection and response capabilities of Business Transaction Assurance (BTA), Business Event Processing (BEP) and Business Process Management (BPM) functionality on a single, unified, carrier-class platform.

All of this functionality is managed through the Progress Control Tower(TM) product, a unified interface that displays real-time alerts, interactive interfaces and tools. The Progress Control Tower provides communications executives with the ability to view what is happening within their business and to improve it from a single source. This fully configurable, feature-rich, interactive framework delivers a wealth of relevant, key performance indicators (KPIs) and business information. A powerful modelling environment enables new business processes to be rapidly created, modelled, monitored, controlled and improved dynamically.

John Wilmes, chief technical architect, Communications Sector at Progress Software, said: "Executives are demanding instant access to accurate information from their business systems as well as the ability to change their business processes on the fly. Through the Progress Order Management Stability solution accelerator, Progress Software uniquely enables communications service providers to gain an end-to-end transaction view that highlights key revenue hot spots across their business. The solution accelerator also enables enterprises to easily modify and improve their business processes in order to continuously meet or exceed their SLAs and KPIs, while making better use of existing IT investments."

Progress Software develops solutions designed for the communication sector that address revenue-generating business transactions, reduce order fallout, minimize customer churn, accelerate new product deployment, manage the order process and more. Progress Software serves many of the world's leading telecommunications companies, has more than 140,000 customers and 2,500 partners in more than 175 countries.

About Progress Software Corporation 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 www.progress.com or +1-781-280-4000.

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