

Managed Database Administration Services

Leave your database to us and get back to your business

SUCCESS STORY

While your Progress® OpenEdge® application is critical to the success of your business, maintaining a powerful, advanced database can be a time-consuming task. The Progress Managed Database Administration (MDBA) service monitors your OpenEdge database for you so you can free your IT team to work on other projects. Each of our DBAs has 20+ years of experience working with OpenEdge, so you can rest assured knowing that your business is in good hands.

Ultratec Manufacturing



Ultratec chose the OpenEdge-based QAD to support their enterprise ERP to drive its manufacturing process. As a 24/7 operation, Ultratec needed round-the-clock support to ensure its QAD implementation was operating at max performance.

Unhappy with the managed database administration service from another vendor, Ultratec turned to Progress MDBA. With 20 DBAs across 6 time zones, Progress offers the 24/7 monitoring Ultratec needs to ensure system stability, on top of speedy response times to issues when they do occur.



“With MDBA, we were able to resolve a number of outstanding issues that we were dealing with for several years. We also got a level of support that was reactionary when we were encountering problems, which is what we needed.”

Bob Lansing, Director of IT Support, Ultratec

BerkOne Financial Services



BerkOne uses several different OpenEdge applications to support critical business activities, like tax collection and title processing. However, when one monthly job started taking 20+ hours to run, it became clear the database may not be optimized to deliver the best performance.

Progress MDBA tuned the database, reducing the run time for the job to 5 hours. Additionally, BerkOne's dedicated DBA continues to work with the company to support major projects, like migrating from HP-UX to Linux or automating database maintenance.



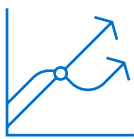
“We talk with our DBA all the time... Any time we have an issue, he helps us troubleshoot any performance issues that come up.”

Karen Epps, Application Analyst, BerkOne

COINS

Construction

COINS, a Progress Application Partner, provides business software and services to customers in the construction and engineering space. While the firm offered support during conventional business hours, the reality is that today’s businesses operate around the clock.



Progress MBDA enables COINS to support its customers when they need it, no matter what time of the day it is. Monthly reports on database health also help address key issues, like performance fluctuations.



“We’ve used MDBA for a few customers...and it’s meant that customers who have the managed service don’t have to wait for us to come online to sort their issues out.”

Carol Clark, Technical Services Manager, COINS

Serving more than 160 OpenEdge customers, 2,000 databases and 200 terabytes of information, our team of 20+ DBAs are here for you. “See why 95% of your fellow OpenEdge users described our DBAs as “off the charts amazing” in a survey conducted by TechValidate.



Watch webinar to learn more

About Progress

Progress creates leading platforms for developing high-impact business applications. Progress offers powerful tools for building adaptive user experiences across any touchpoint, leading data connectivity technology, web content management, business rules, secure file transfer and network monitoring. Over 1,700 independent software vendors, 100,000 enterprise customers and two million developers rely on Progress. Learn about Progress at www.progress.com or +1-800-477-6473.

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