ProTop Roundtable

Find out how your peers overcame their critical business challenges with ProTop.



White Star Software

For over 30 years, we have been helping companies around the world simplify the job of managing and maintaining the world's best OpenEdge applications.

Our experts, combined with ProTop, the leading OpenEdge monitoring and alerting tool, deliver unparalleled peace of mind for your OpenEdge environments.



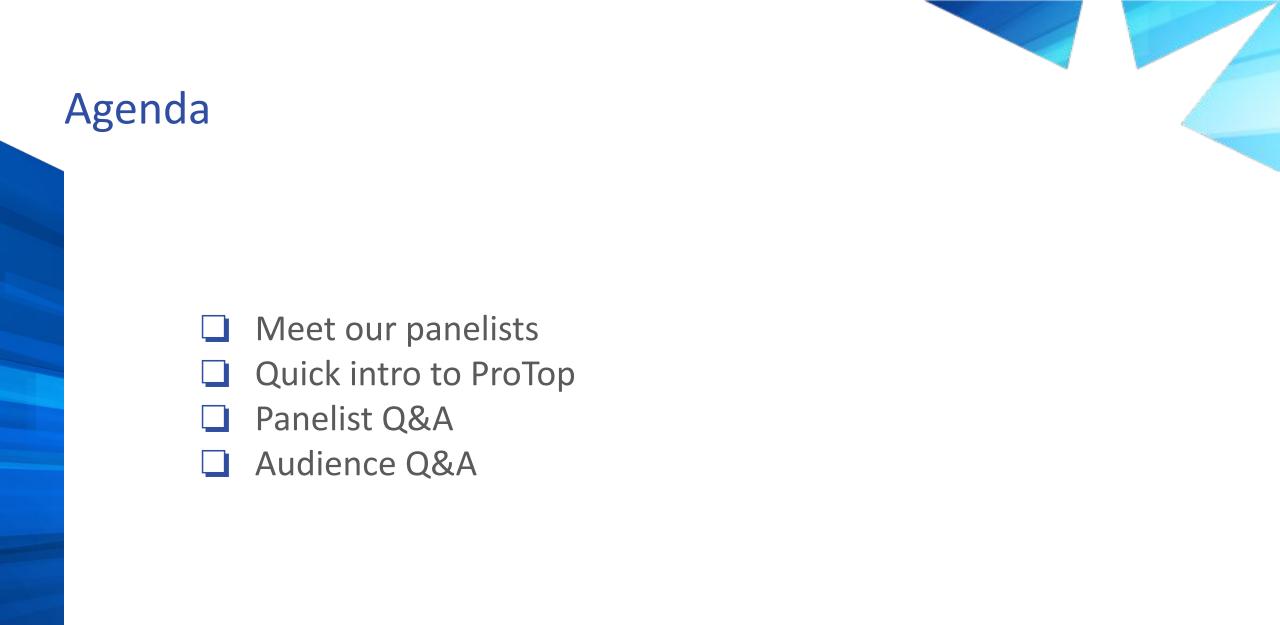
The speaker

Paul Koufalis (pk@wss.com)

• Speaker/teacher/OpenEdge DBA since 1994









James Palmer Senior Solutions Architect Vertu Motors





Pieter Meyer Head of DevOps MIP





Roald Ellis Senior Specialist Technician - TechOps MIP





Roger Allvord DBA D&H Distributing

D&H

Simon Gaarthuis Principal Xiud BV





Nectarios Daloglou Principal Omegaserve



What is ProTop?

- ProTop is monitoring Software as a Service
- 30+ years of White Star Software expertise
 - ...at a fraction of the price
- Easy access to our experts when you have a question
 - From occasional emails to guaranteed response time 24/7 support

ProTop simplifies the job of managing and monitoring the world's best OpenEdge applications.

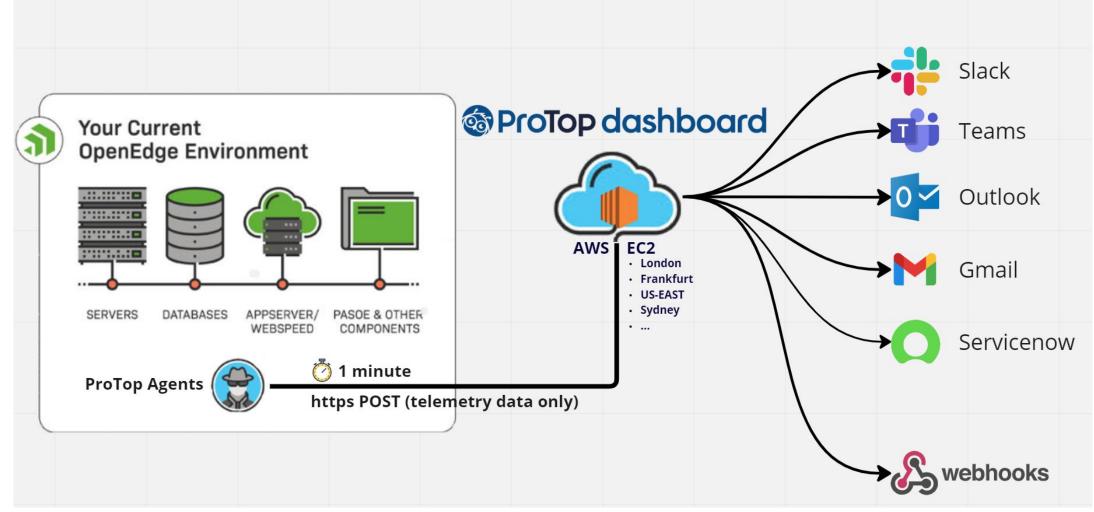


ProTop is not...

- a management tool to start, stop or configure your
 OpenEdge components
 - Use OE Management, OE Command Center, scripts...
- a managed database service
 - Progress' Managed DBA Service (Roy Ellis)
 - Large pool of DBAs
 - ProTop Partner OmegaServe (Nectar Daloglou)
 - All the benefits of ProTop plus a more personalized *boutique* service



Architecture





ProTop around the world

- 20 web portals
- 550+ sites
- 1.5 Petabytes of data
- 5 000+ databases
- 325 000 business users
 - and millions of their customers



Our rules engine processes over **125 000 data points per second**, 24 hours a day.



Transition from a reactive, break-fix approach to a proactive, prevention-focused methodology.

• Get alerted. Fix the problem. Nobody is affected. Nobody even notices.



Improve your team's efficiency by automating time consuming data gathering and problem analysis.

- Root-cause analysis: done
- Offending process: identified
- Corrective action: automatically executed



<u>https://protop.com</u>

Increase visibility through a single pane of glass view of your entire OpenEdge ecosystem.

• Every database, AppServer, PASOE, Windows server, Linux server...everything on one screen

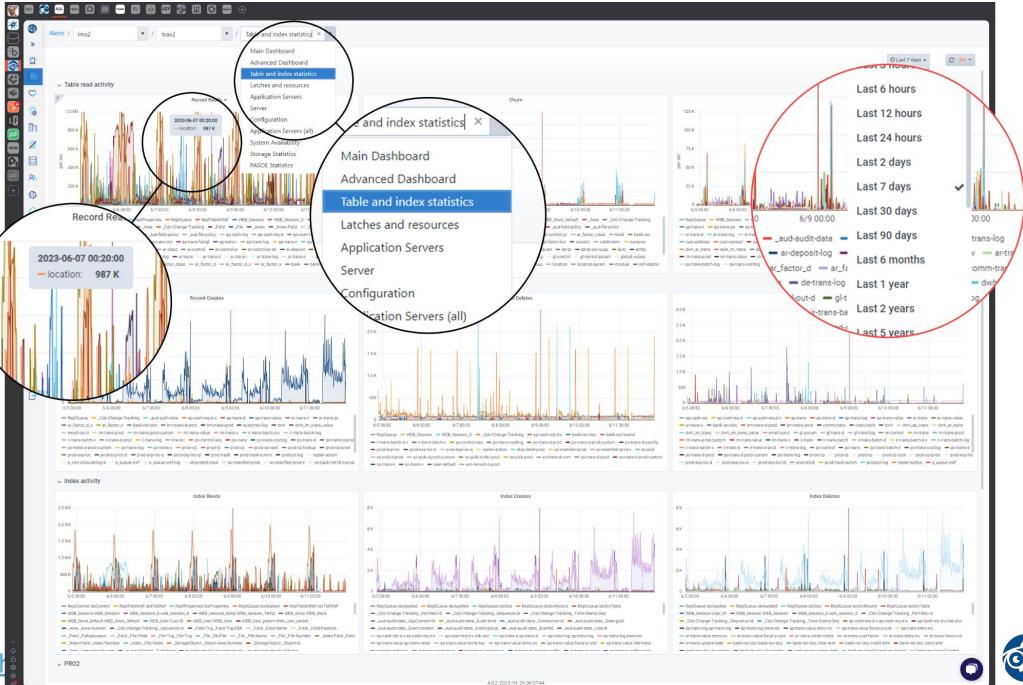


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https://protop.com		

Reveal the impact of business, development, and infrastructure changes.

 Instant visibility into how any change affects your OpenEdge environment

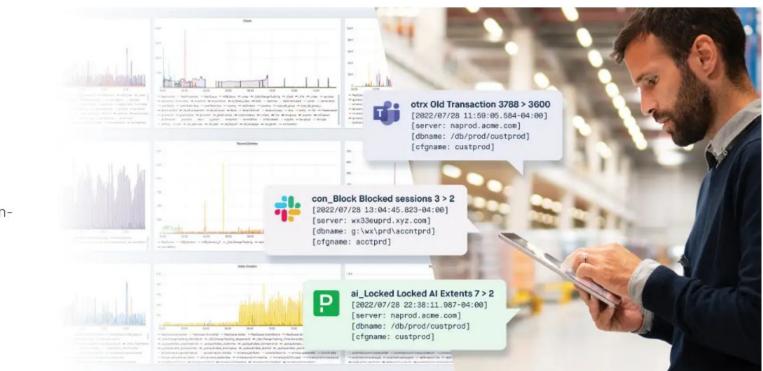






Monitor OpenEdge. Anticipate Problems. Avert Disasters.

Prevent downtime, increase performance, and lower costs for cloud, onpremise, and hybrid environments with the only monitoring tool designed explicitly for OpenEdge.



535 Customer Sites



4,500 Databases 325,000

Connected users



Success stories

• Here are a few more some recent, real world examples of how ProTop has helped companies



Old code...long transaction

- Yes there is code to be fixed, but until then automate responses
- Support gets notified, but as an FYI
 - No action
- If disconnect fails, alert escalates



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Progress OpenEdge Release 11.7 build 2137 SP12 on Linux oe-01-pro 1160.83.1.el7.x86 64 #1 SMP Mon Dec 19 10:44:06 UTC 2022 ** ABL Stack Trace ** > lib/readkey.p at line 22 (/pgm/lib/readkey.r)	** ABL Stack Trace **



Wrap-up





Questions?

