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Progress® Agentic RAG for the Progress® OpenEdge® Platform: Unlocking Enterprise Intelligence

Today's Speakers



Eudald Camprubí

Software Fellow



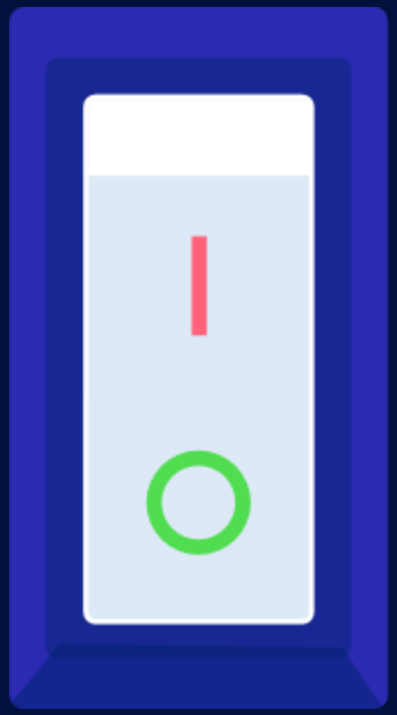
Cameron David Wright

Customer Solutions Architect

What People Think AI Adoption Is



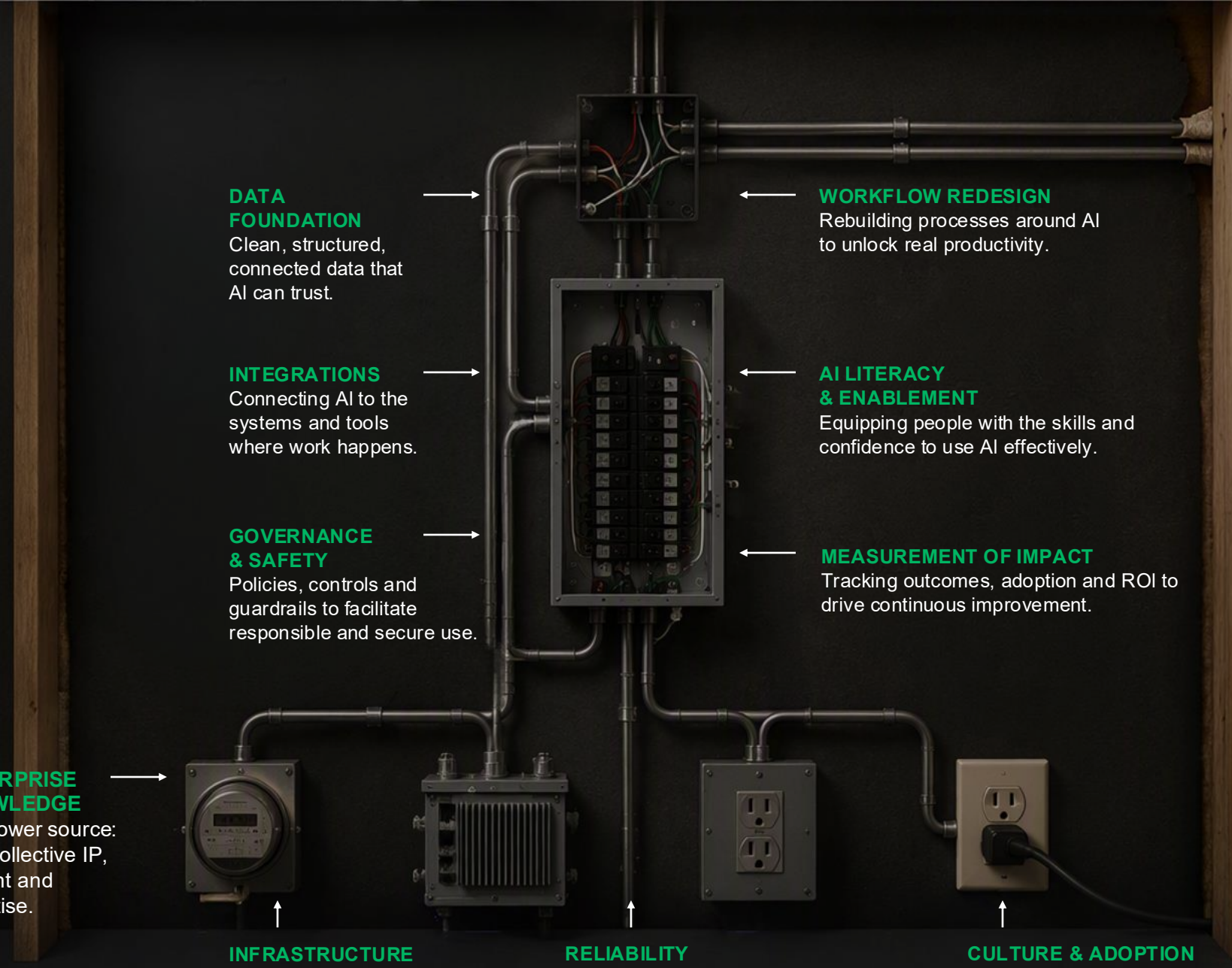
Install the switch.
Problem solved.



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What It Actually Takes

Real value comes from everything behind the wall.



DATA FOUNDATION
Clean, structured, connected data that AI can trust.

INTEGRATIONS
Connecting AI to the systems and tools where work happens.

GOVERNANCE & SAFETY
Policies, controls and guardrails to facilitate responsible and secure use.

ENTERPRISE KNOWLEDGE
The power source: your collective IP, content and expertise.

WORKFLOW REDESIGN
Rebuilding processes around AI to unlock real productivity.

AI LITERACY & ENABLEMENT
Equipping people with the skills and confidence to use AI effectively.

MEASUREMENT OF IMPACT
Tracking outcomes, adoption and ROI to drive continuous improvement.

INFRASTRUCTURE
The capacity and platforms that make AI reliable at scale.

RELIABILITY
Monitoring, testing and maintenance to keep everything running.

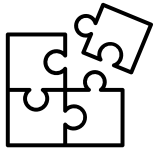
CULTURE & ADOPTION
Creating the mindset and environment for AI to be used daily.

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Your Knowledge Exists. Your AI Just Can’t Reach It.

Buried & Fragmented



PDFs, video, audio scattered across SharePoint and Google Drive and not reachable by AI.

Siloed knowledge slows value delivered in AI.

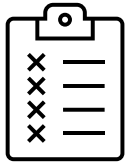
Lack of Trust in AI



LLMs fabricate answers and can’t cite sources, making AI-generated answers a liability.

No citations. No audit trail. No compliance.

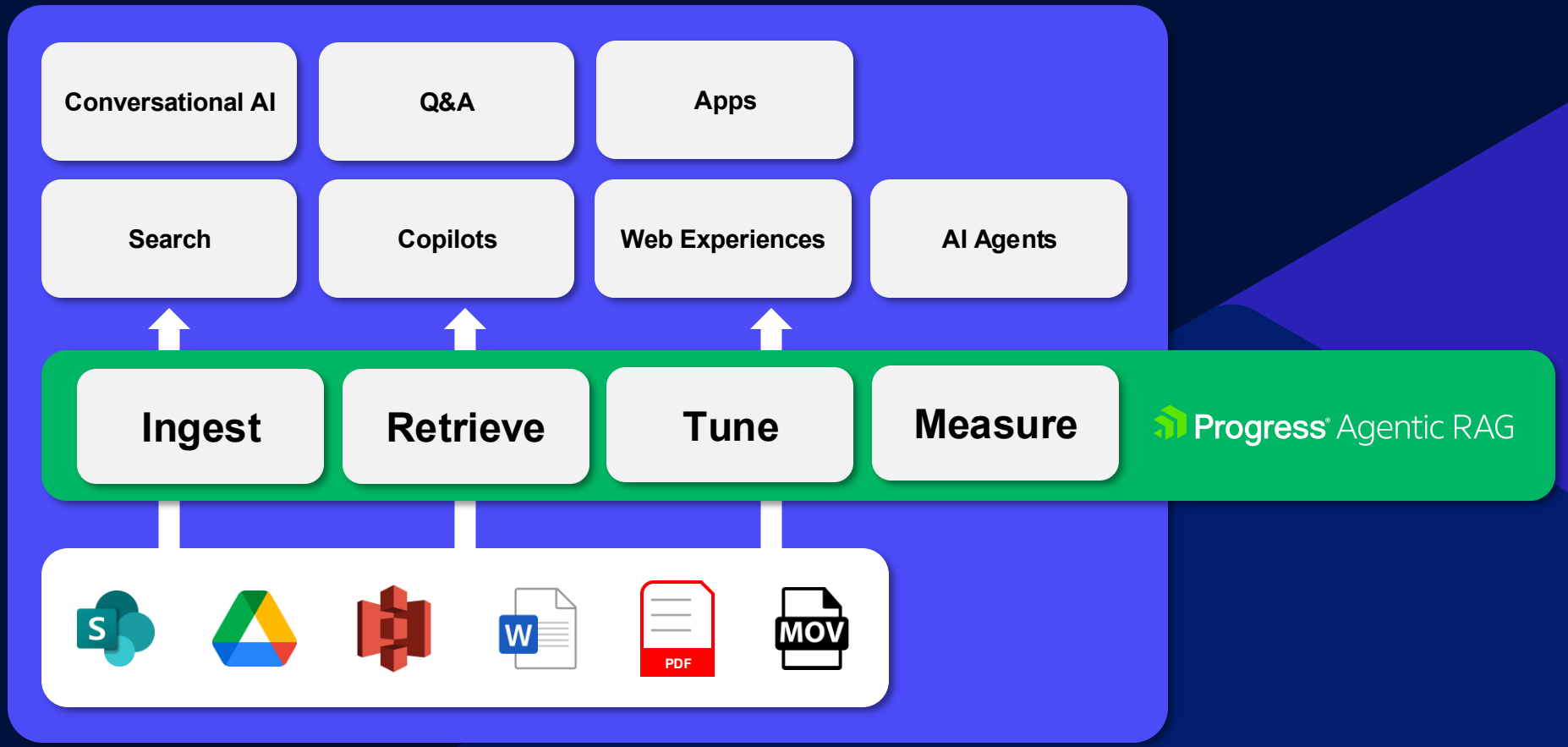
Failure to Launch



Tool sprawl, governance gaps and LLM lock-in means AI stays in demo mode, disconnected from workflows that deliver ROI.

Pressure to prove AI value keeps growing.

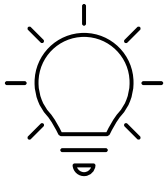
The Missing Piece in Enterprise AI



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From Unstructured Data to Trusted, Verifiable Answers

Reveals Hidden Insights



Instantly surfaces answers buried in documents, video and audio, enabling faster, more informed decisions.

Multimodal, with 40+ formats, in any source

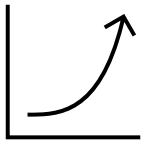
Builds Trust in Every Answer



Full source traceability and built-in quality metrics. AI your teams can defend to legal, compliance and the board.

Full traceability, with a complete audit trail

Accelerates AI Initiatives



No custom infrastructure needed. Minimal engineering overhead required. From stall initiative to live AI in days, not months.

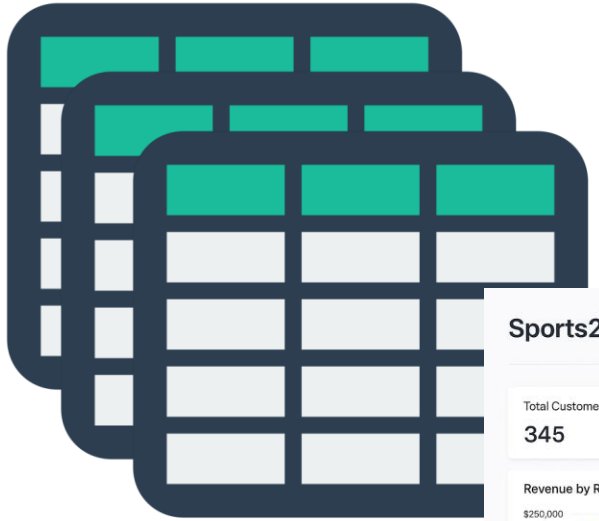
No code, LLM-agnostic and only takes days to deploy

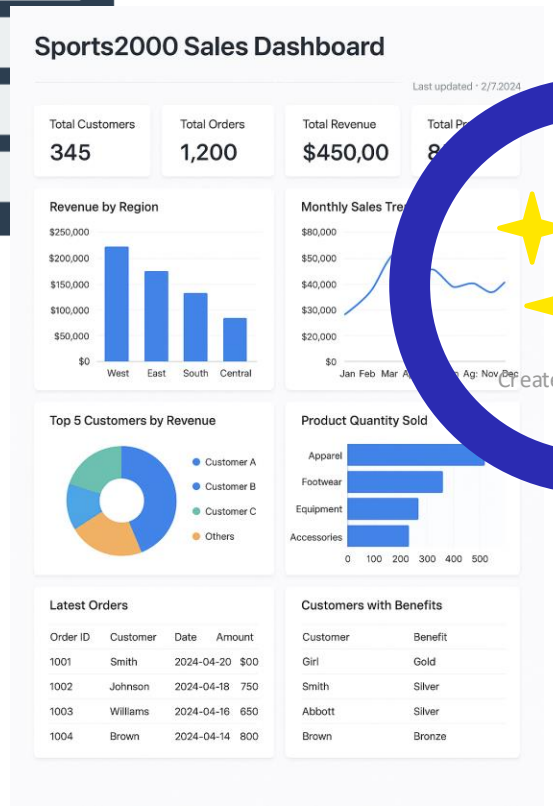
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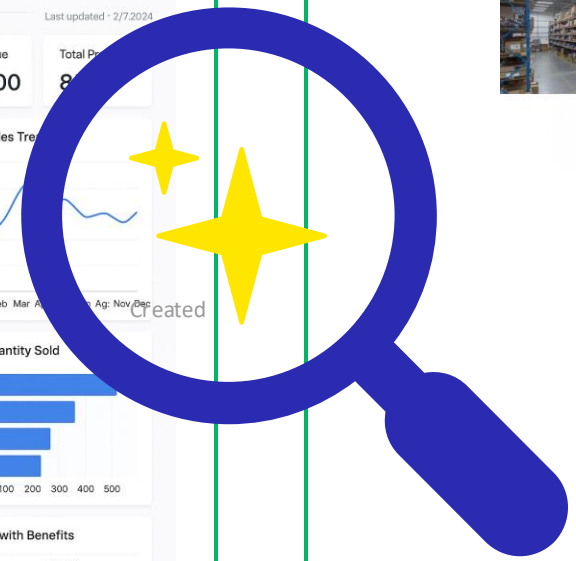
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AI Capabilities

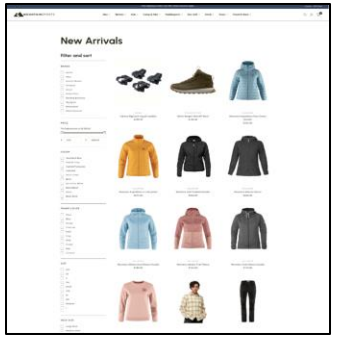
Structured Data



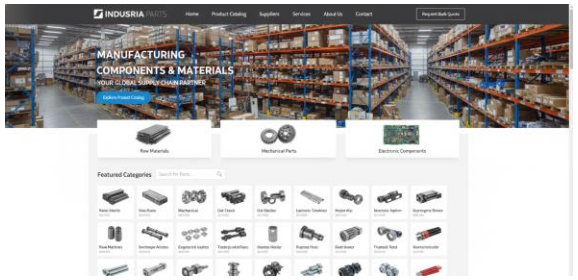


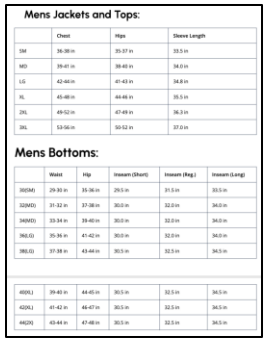


Unstructured Data



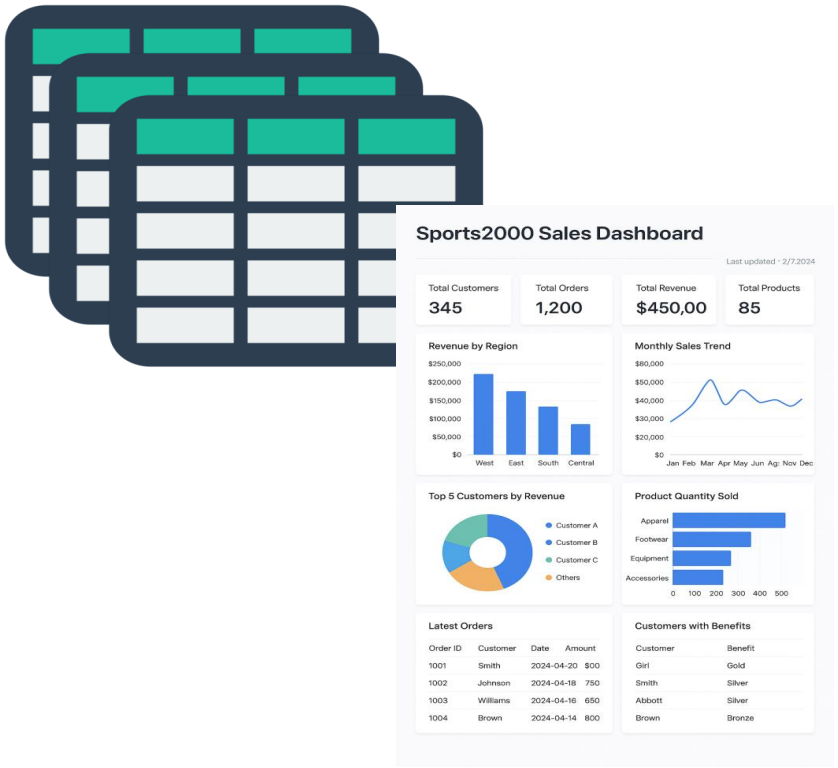


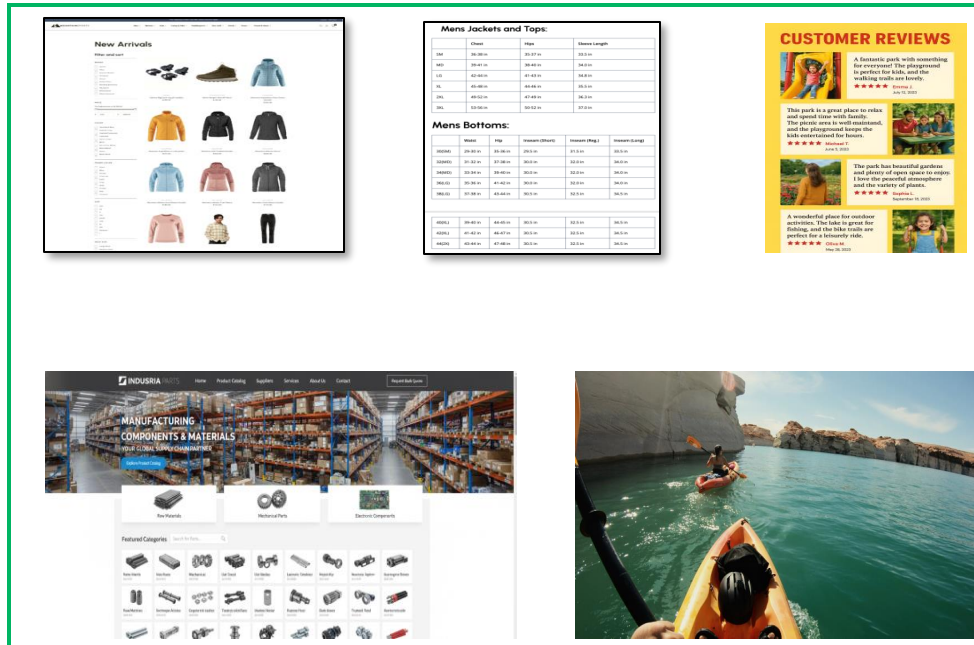


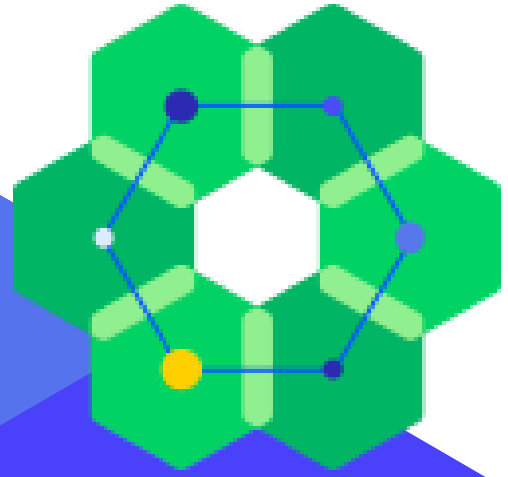




Progress Agentic RAG







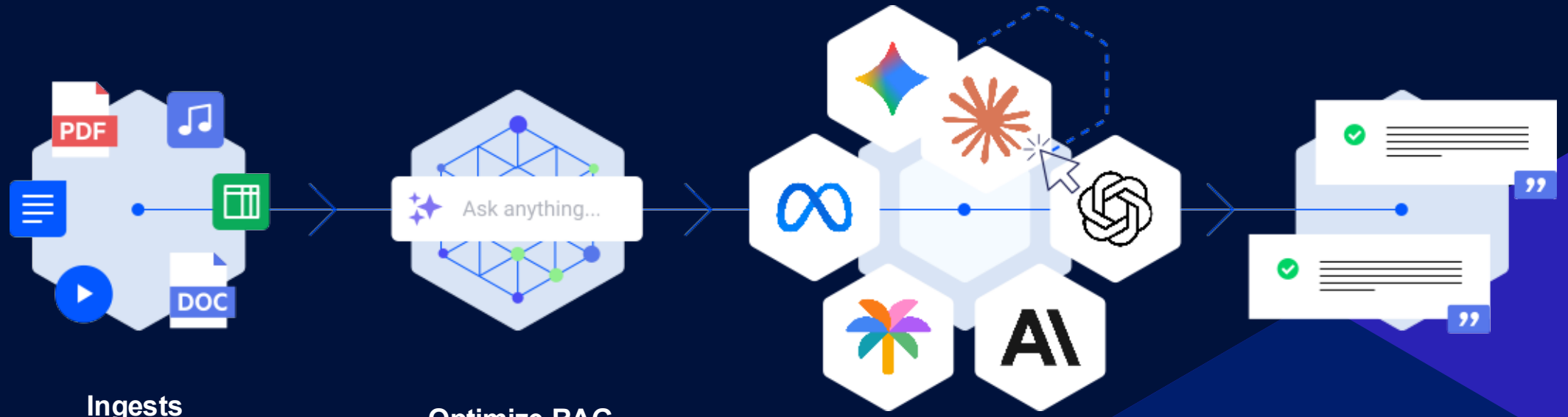
What Is RAG?

Retrieval-augmented generation (RAG) allows organizations to use large language models (LLMs) to get answers from their internal data, while supporting data privacy and governance.

- Agentic RAG leverages AI agents at both ingestion and retrieval
- Agents are pieces of software using LLMs to perform specific tasks
- Customers can define agent tasks, tools and workflows for highly customized and accurate responses

Progress Agentic RAG

The end-to-end agentic modular RAG-as-a-Service platform based on quality.



Ingests Unstructured Data

Smart Ingestion & Data Augmentation Agents

Automatically index documents, videos, audio and images while improving performance and precision of search experience.

Optimize RAG Strategies

Retrieval Strategy & Agents

Surface the most relevant context with full traceability within 30+ customizable strategies.

Choose Your LLM

LLM-Agnostic

Supports a diverse array of LLMs (GPT, Anthropic, Mistral, Gemini, etc.), giving teams the flexibility to optimize for cost, privacy and performance.

Provides Trusted, Verifiable Answers

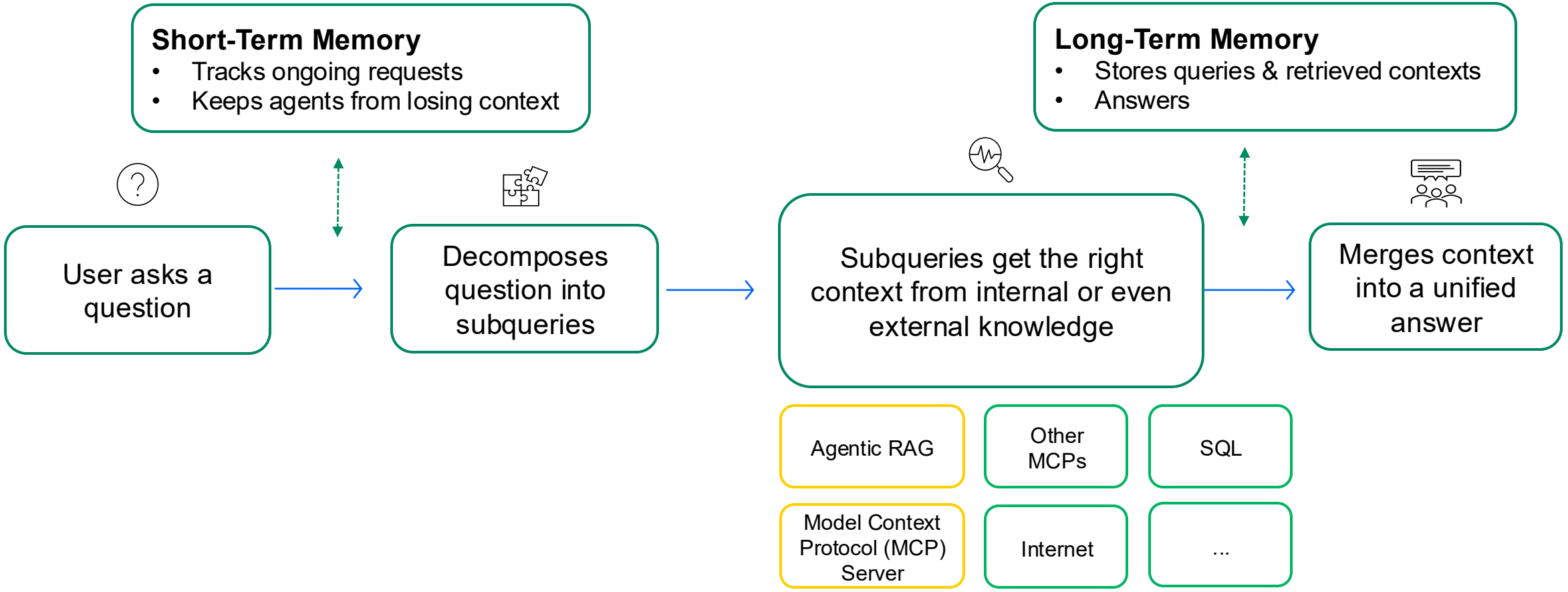
Quality & Metrics

Has built-in evaluation metrics (REMi), which assesses groundedness, relevance and answer accuracy.

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Retrieval Agents Orchestrator (RAO)

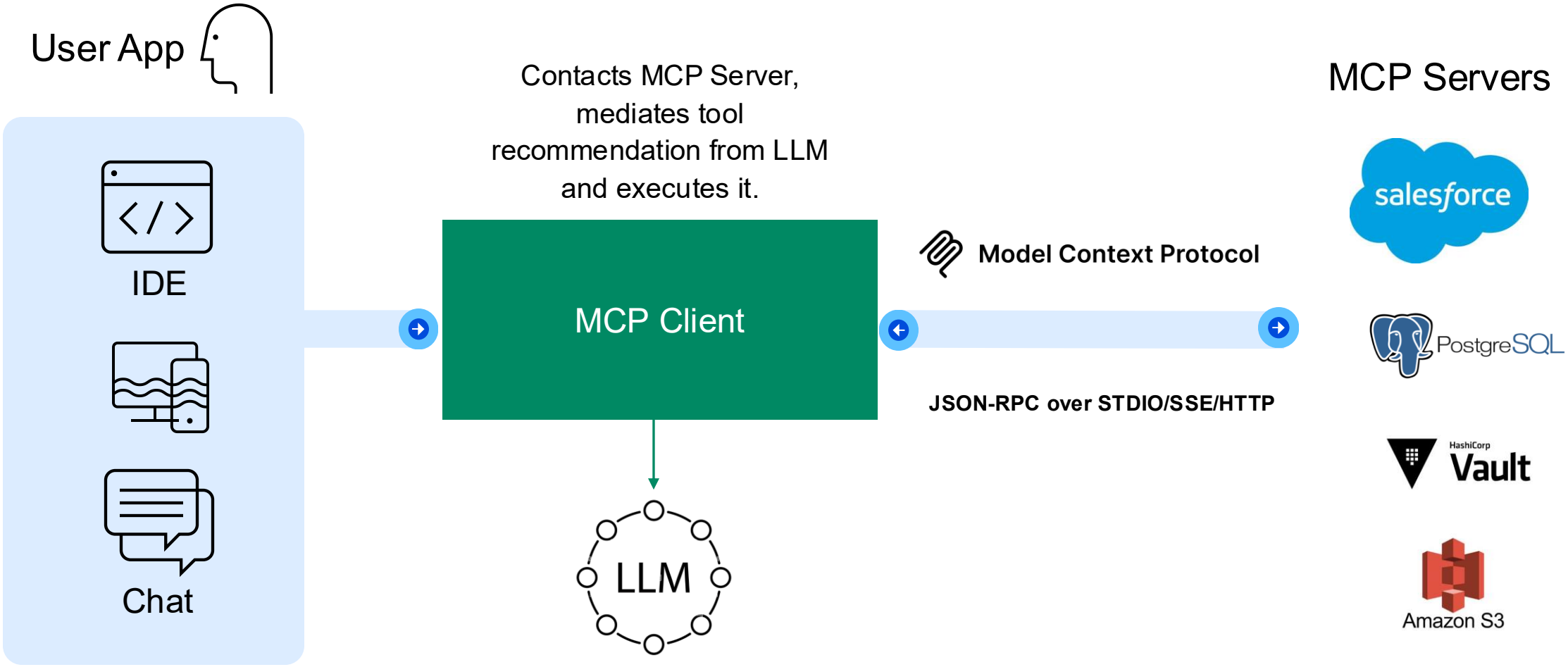


What Is MCP?

Model Context Protocol (MCP) is an open standard that enables AI models to connect securely to external data, tools and applications in a consistent, interoperable way.

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MCP Explained



OpenEdge MCP Server

AI Ecosystem



AI Assistants



Chat Bots



Tools & Workflows



AI Applications

OpenEdge MCP Server

Security Gateway



- Dual Authentication
- Access Control
- Rate-Limiting

API Converter



- OpenAPI Parser
- Tool Generator
- Route Management

Management



- CLI Tools
- Docker Runtime
- Automated Infrastructure

Observability Layer



- Structured Logging
- Audit Events
- Request Timing

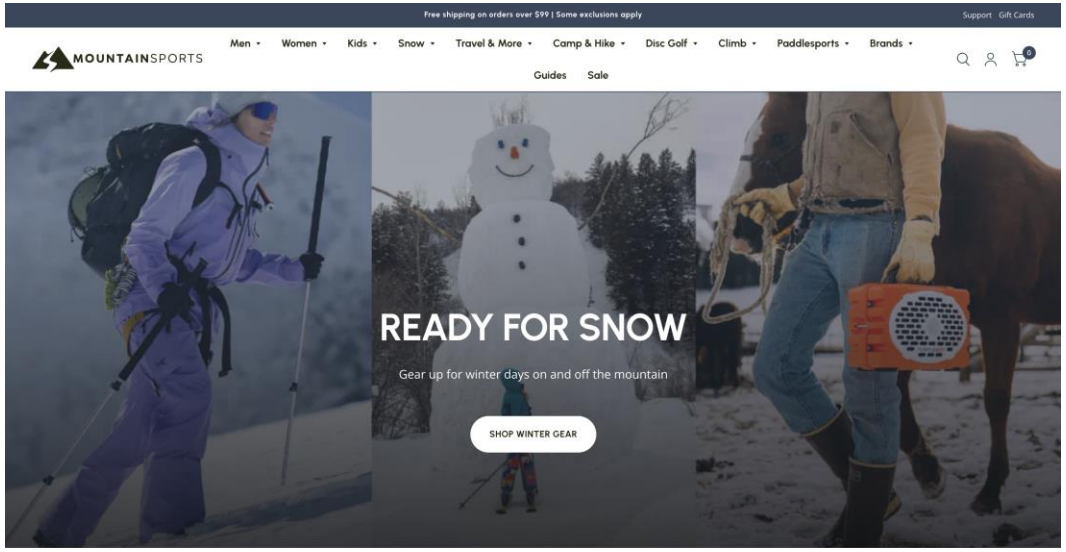


Progress Application Server (PAS) for OpenEdge Services (REST/WEB)

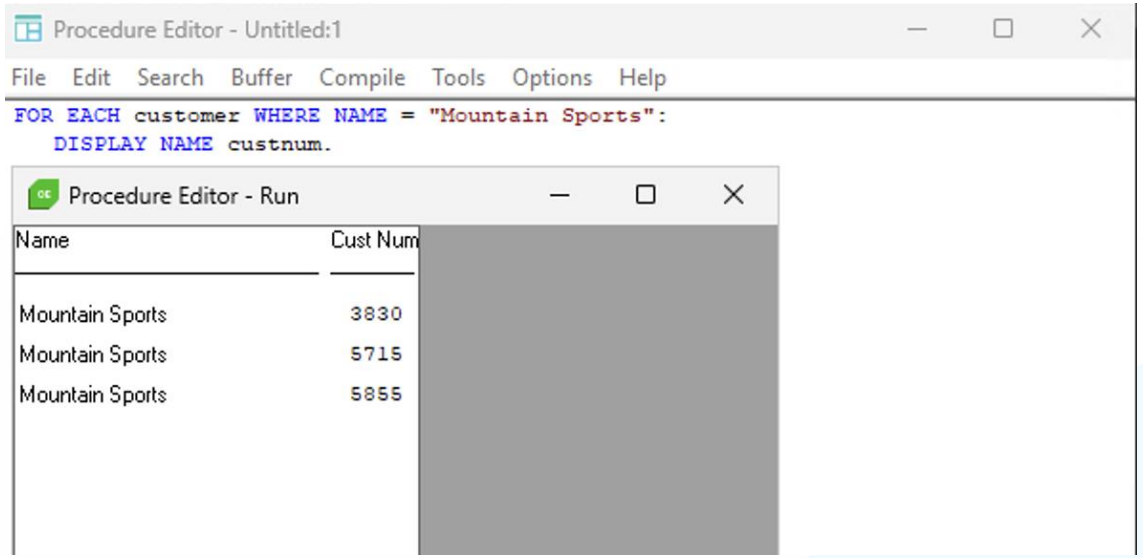
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Mountain Sports: AI Chatbot Demo

Unstructured Data



Structured Data



Progress Agentic RAG retrieves data from both sources and provides it as **one.**

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Upload data

Resources list

Synchronize

Search

Widgets

Advanced

Try Agentic RAG search on your Knowledge Box and set up your search configuration.

Progress Agentic RAG

Type your question here

A Quality Alert at 6:15 a.m. (Today)

Linda, a Quality manager, has until 10:00 a.m. to explain why Line 3's quality dropped overnight or face a customer penalty.

What is FPY? First Pass Yield: The share of parts made right the first time, with no rework. Last night, Line 3 slipped below the promised level.



Where her morning goes:

alert
6:15 AM

deadline
9:30 10:00 AM

3¼ hours: hunting and exporting across 7 systems | **30 min: write it**

Almost all the time goes to finding the data — almost none to understanding it.

Quality records	Shop-floor logs	Material lots	Supplier portal	Maintenance	Shift schedule	Old reports

Seven systems. Seven logins. Everything joined by hand, in Excel.

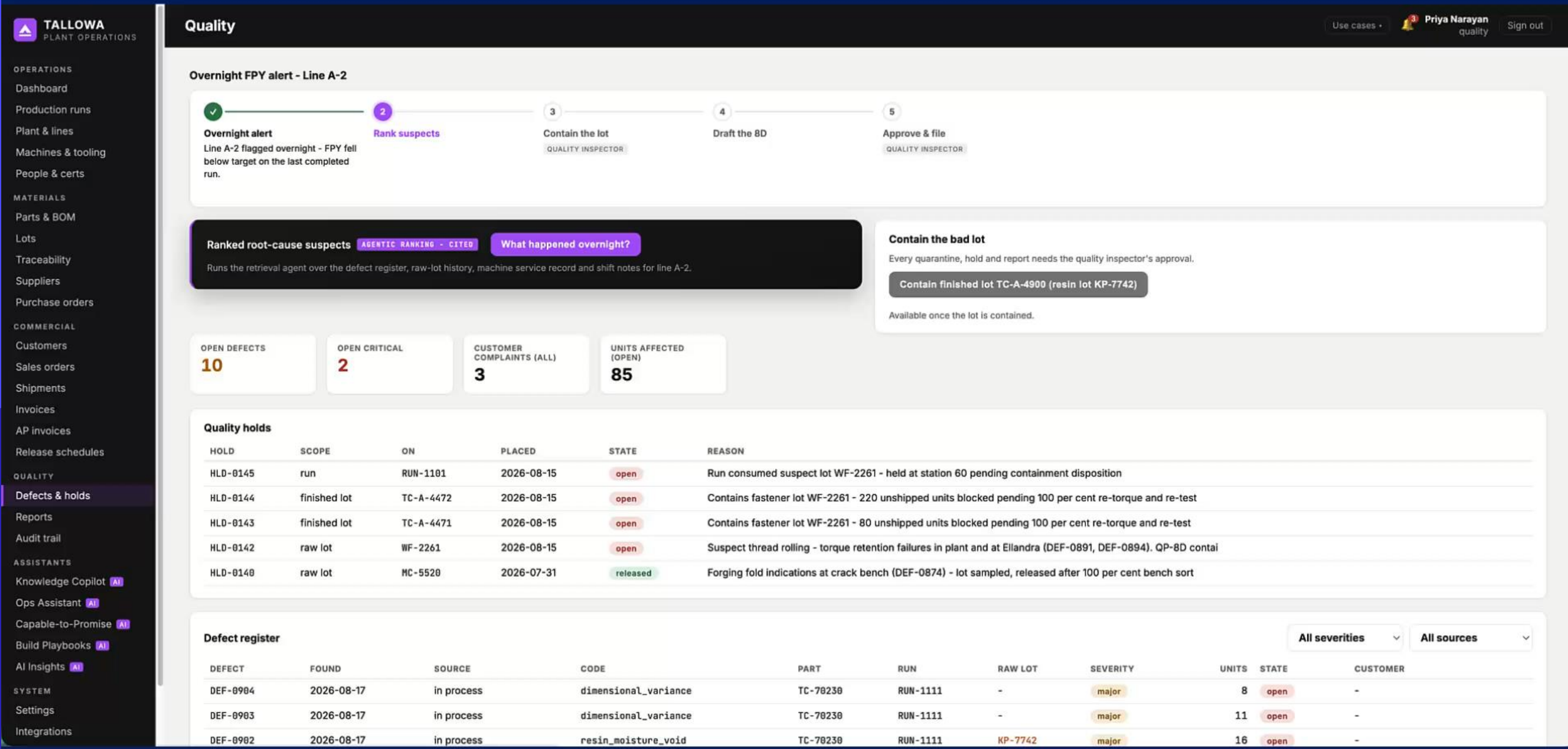
3+ hours
of detective work per alert

2 – 5 alerts
every single week

Wrong root cause
report written from memory → customer chargebacks

The clue that mattered—overdue maintenance—was found in step 5, not step 1.

Progress® Agentic RAG AGENTIC RAG DEMO



Questions?

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News You Can Use

- Learn how to access the **OpenEdge AI Assistant**
- Get started with the **OpenEdge MCP Server**
- Book a demo of **Progress Agentic RAG**
- Modernize to **OpenEdge 12.8** today
- Explore what's new in **OpenEdge 13.0**
- Work with **Progress Professional Services** to accelerate adoption
- Learn about **security capabilities** across OpenEdge
- Explore the **developer tools** available for OpenEdge today
- Connect with us: **Discord, Community, CVP and more**



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