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From Data to Decisions:
How Progress® Agentic RAG Unlocks Enterprise Intelligence for the Progress® OpenEdge® Platform

PUG Challenge 2026

Today’s Presenters



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Product Marketing Manager

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Today's Agenda

- The AI Opportunity for Progress OpenEdge Platform
- Introducing Progress Agentic RAG
- Key Use Cases and Value
- Demo
- Getting Started
- Q&A

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The AI Opportunity

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Organizations Want AI. Their Data Isn't AI-Ready.

The Ambition
What organizations want from AI

The Impact
What AI can actually access today

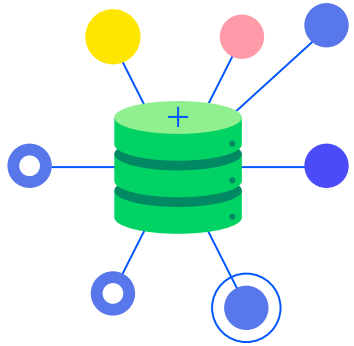
The Gap
Enterprise knowledge is locked away

- **Documents & files**
- **Emails & communications**
- **Business applications**
- **Legacy systems & silos**

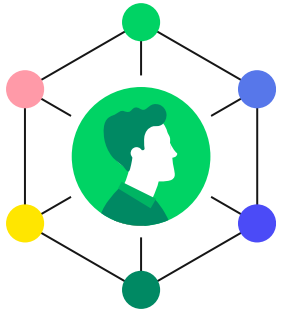
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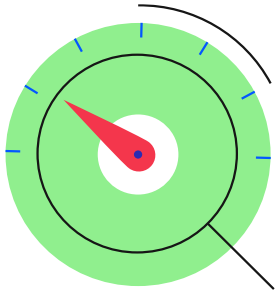
Progress OpenEdge Customers Face Unique Challenges



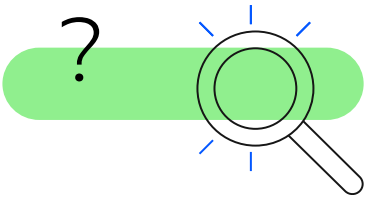
Critical Data Lives Across Multiple Systems



Expertise Is Difficult to Access



Finding Answers Takes Too Long



Traditional Search Falls Short

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AI Is Reshaping How Businesses Interact with Their Applications

The Opportunity

Every organization is exploring how AI can improve productivity, automate processes and deliver better customer experiences.

The Challenge

The challenge isn't access to AI. It's connecting AI to the trusted business data that runs the organization.

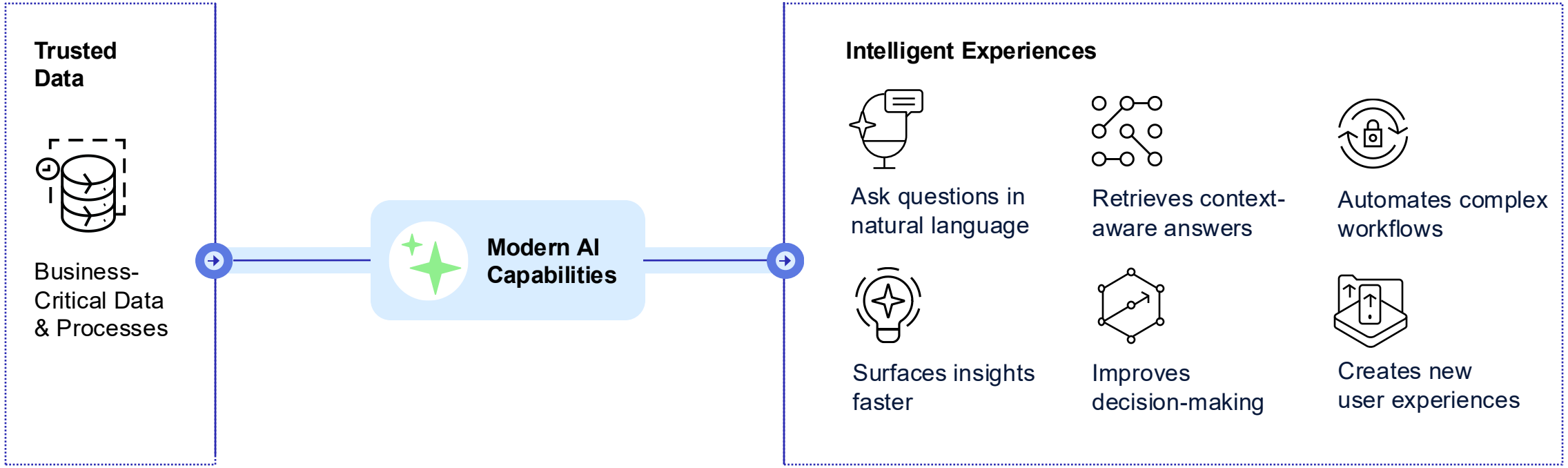
The Advantage

For OpenEdge customers, decades of business logic, operational processes and enterprise data represent a unique competitive advantage.

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Turning Trusted Data into Intelligent Experiences

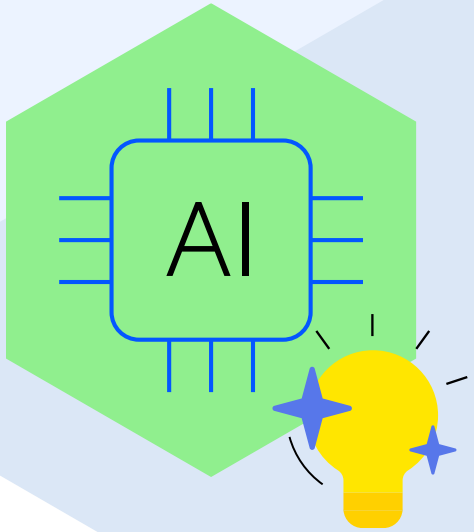
OpenEdge applications already contain the information businesses depend on every day.



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Introducing the Solution

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AI is reshaping business—beyond automation—to unlock real value for you and your users. Meaningful adoption can be the engine that drives not just progress, but excellence.

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Organizations today are immersed in an overwhelming volume of data, with 70% to 90% of it being unstructured. It is growing rapidly, often at a rate of 40% to 60% per year based on multiple sources.

Gartner, 2025

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Unlock the Full Value of Your OpenEdge Data with AI

Progress Agentic RAG and the OpenEdge platform help organizations connect trusted OpenEdge data with modern AI experiences, enabling users to find answers faster, automate business processes and make more informed decisions.

What It Delivers

- Natural language interactions with business data
- Context-aware responses grounded in trusted information
- Increased productivity and faster decision-making
- AI-powered experiences built on existing **OpenEdge** investments

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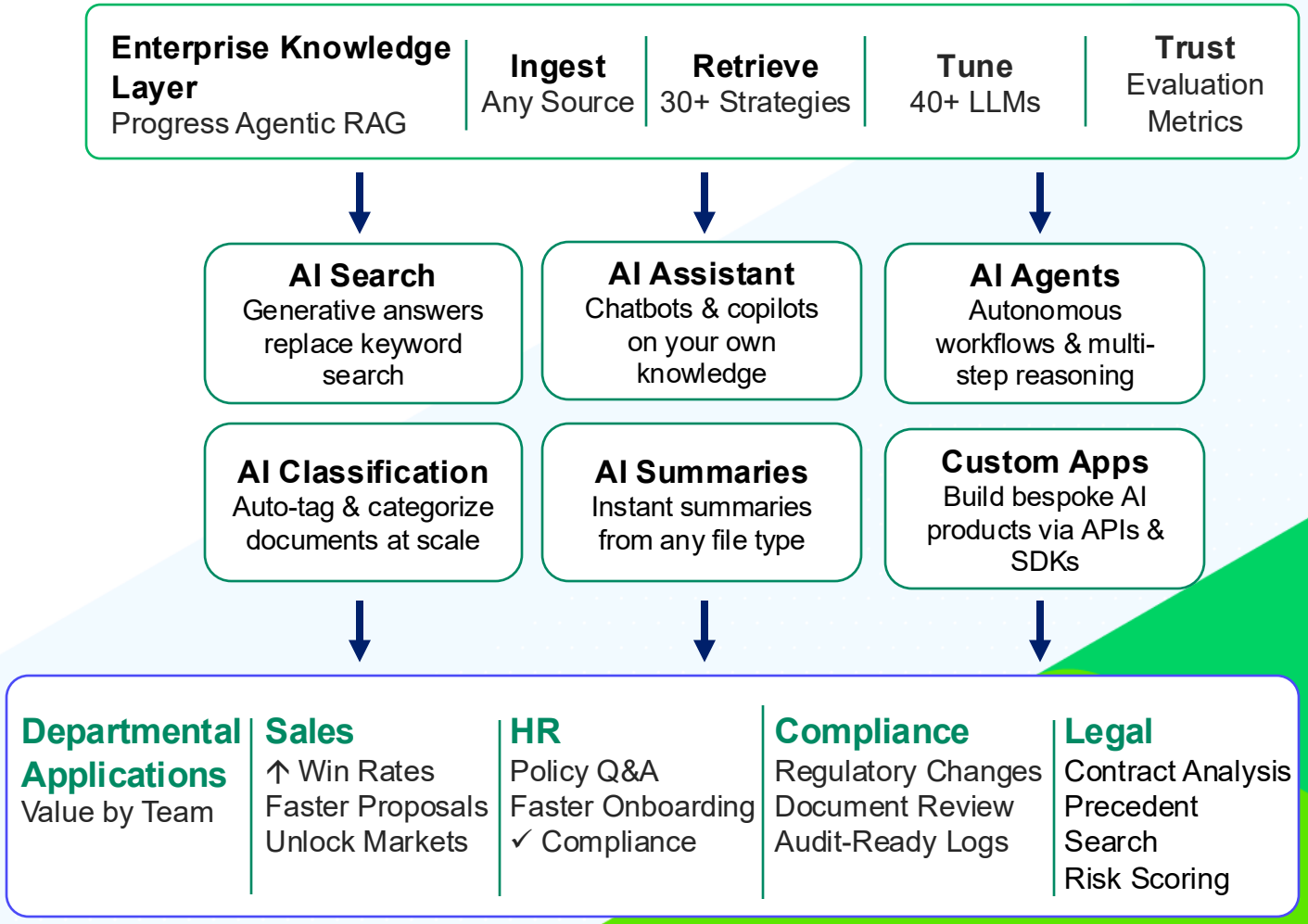
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What Is Progress Agentic RAG?

Not just RAG—An Enterprise Knowledge Layer

One layer of unified, governed, multi-lingual knowledge from which any AI experience can be launched.

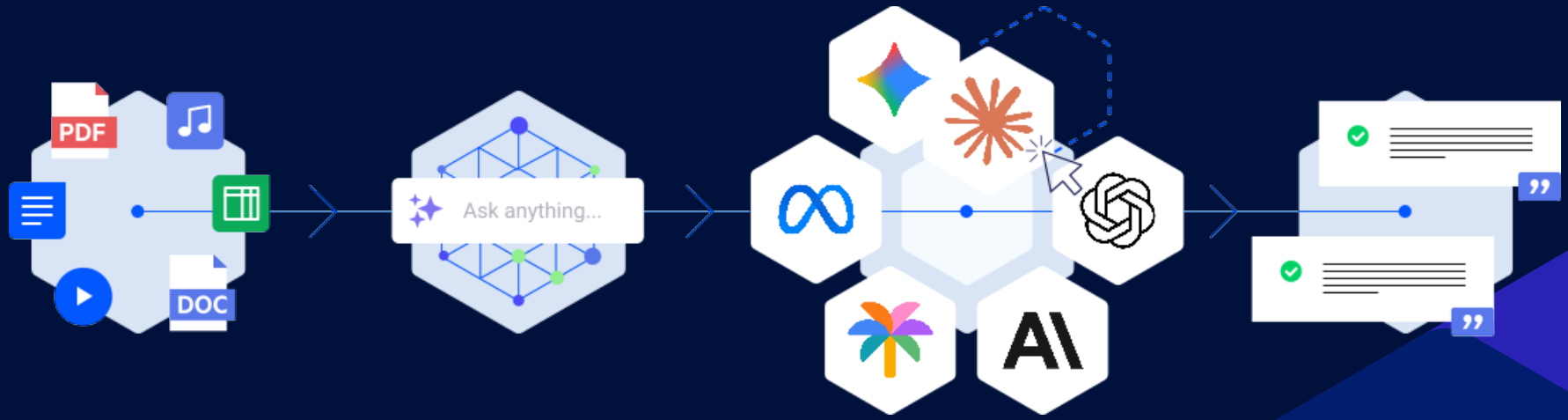
- Any data source, any format, any language
- One knowledge layer—many AI experiences on top
- Governed, auditable, compliance-ready, out of the box



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One Layer for Every Progress AI Use Case

Progress Agentic RAG, the agentic knowledge layer, delivered as a modular RAG-as-a-Service.



Ingest Unstructured Data

Smart Ingestion & Data Augmentation Agents

Automatically indexes documents, videos, audio and images while augmenting to improve performance and precision of search experience

Optimize RAG Strategies

Retrieval Strategy & Retrieval Agents

Surfaces the most relevant context full traceability with 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

Built-in evaluation metrics (REMi) assess groundedness, relevance and answer accuracy

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Connecting Progress OpenEdge Data to Real Business Value

Faster Employee Productivity

Get answers instantly instead of searching through systems and documentation

Better Customer Experiences

Deliver faster, more personalized service using business-specific context

Smarter Decision-Making

Surface relevant information when and where it's needed

Greater Operational Efficiency

Reduce manual effort and automate repetitive tasks

Accelerated Innovation

Introduce AI-powered experiences without replacing existing OpenEdge investments

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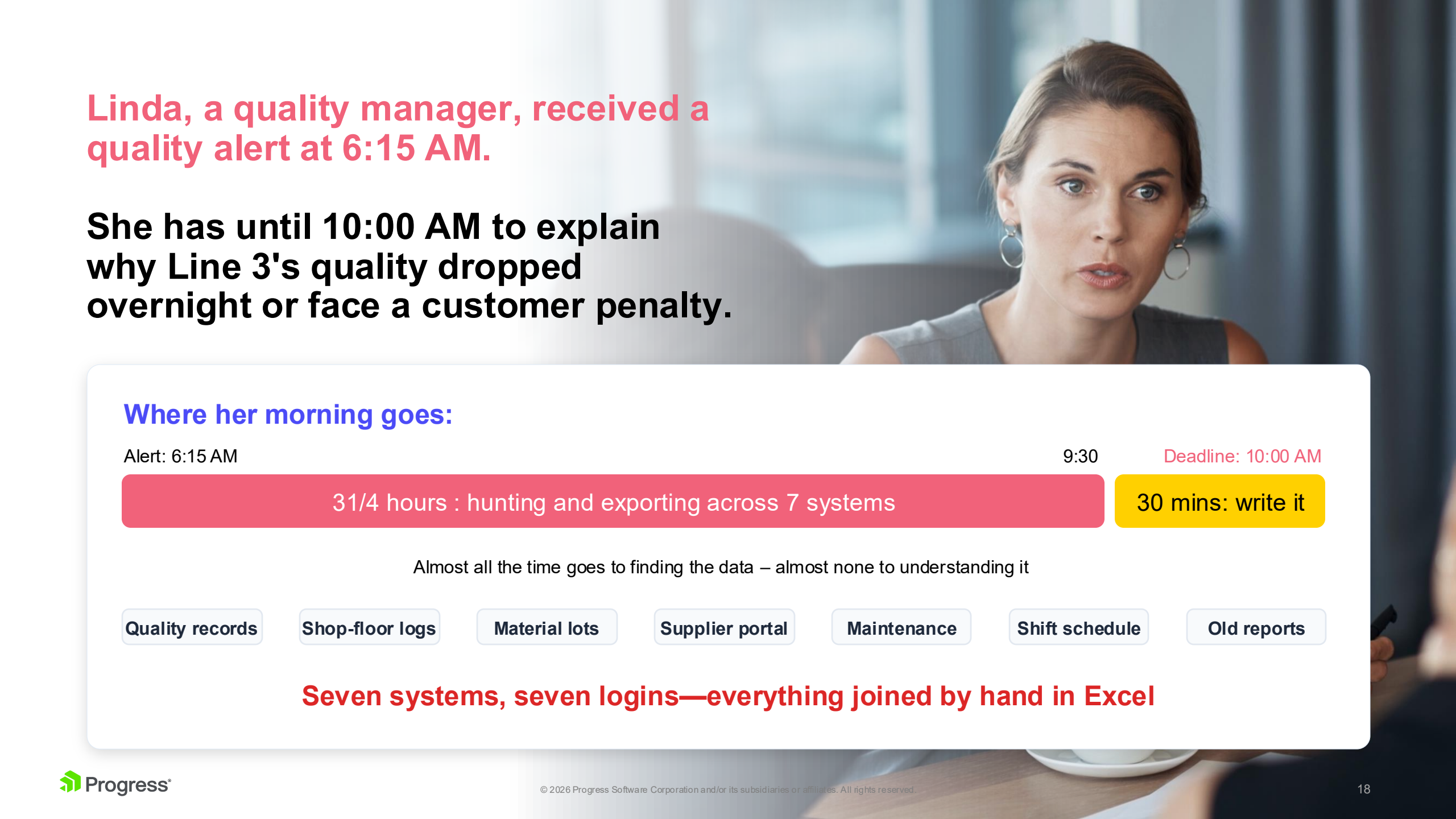
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Key Use Cases

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Use Case #1:
Quality Root Cause Analysis

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Linda, a quality manager, received a quality alert at 6:15 AM.

She has until 10:00 AM to explain why Line 3's quality dropped overnight or face a customer penalty.

Where her morning goes:

Alert: 6:15 AM — 9:30 — Deadline: 10:00 AM

31/4 hours : hunting and exporting across 7 systems

30 mins: write it

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

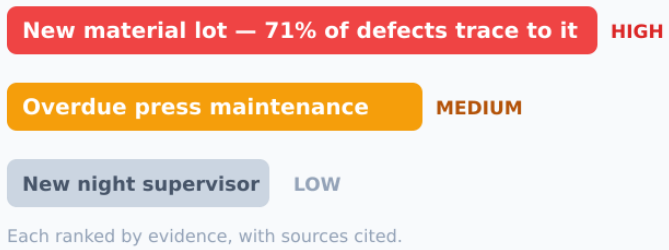
Quality records | **Shop-floor logs** | **Material lots** | **Supplier portal** | **Maintenance** | **Shift schedule** | **Old reports**

Seven systems, seven logins—everything joined by hand in Excel

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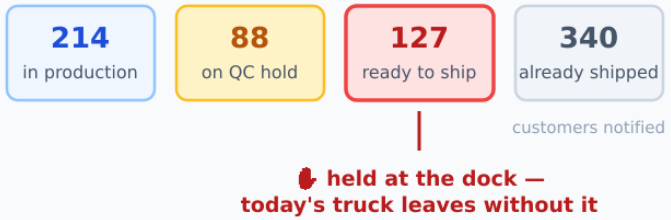
With Progress Agentic RAG: Answers by 6:45 AM

1. Ask “What happened?”



30 seconds, not 3 hours

2. Contain the bad lot



contained before it ships

3. The report writes itself

The 8D report arrives pre-filled from the evidence—problem, root cause, containment. Linda edits and approves instead of writing from scratch under deadline.

Built on data—not on what someone remembered at 7 AM

with Linda's approval

Report filed by 7:00 AM—three hours before the deadline.
The bad lot never reaches the customer, and the root cause is backed by evidence, not memory.

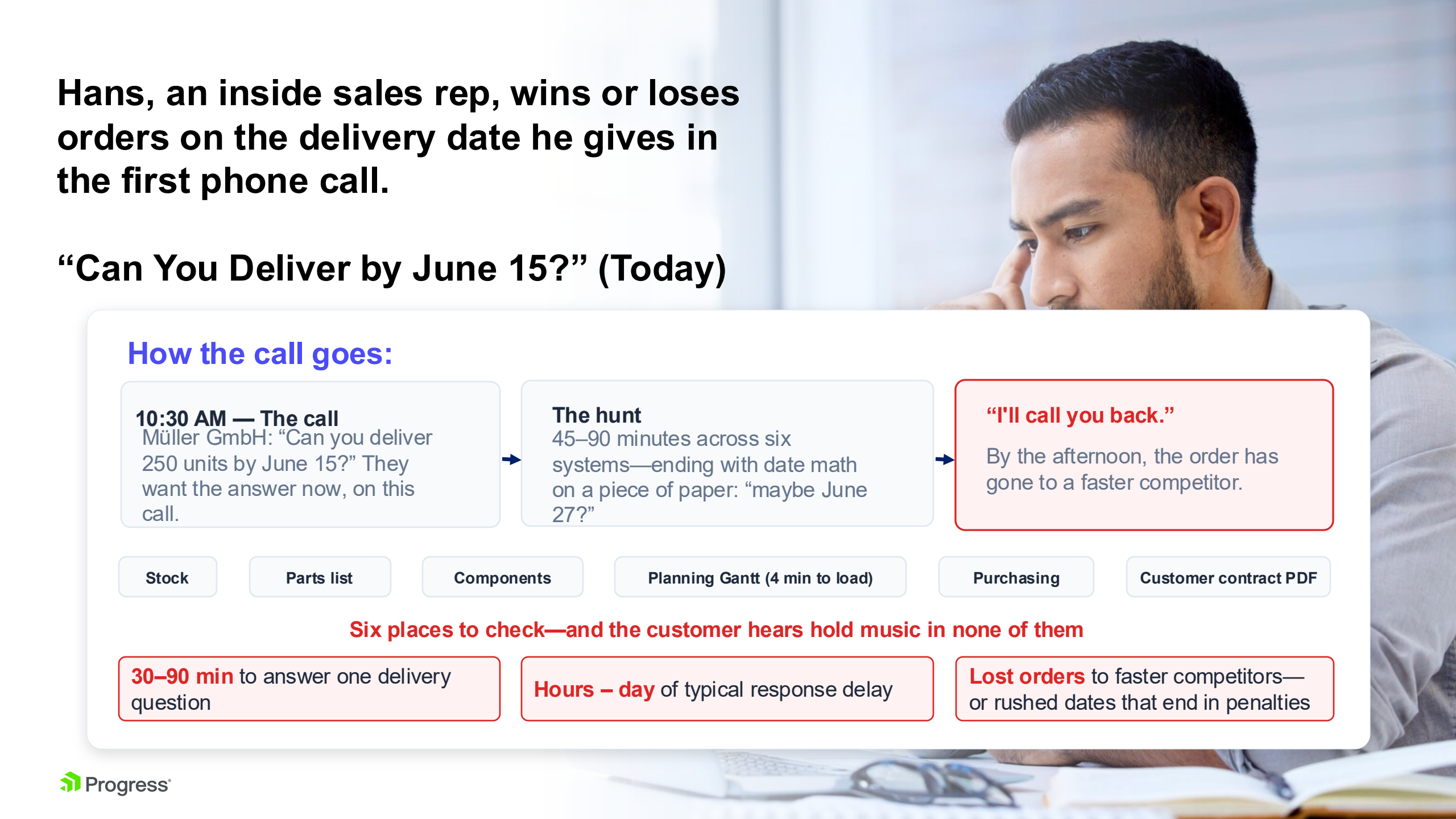
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Use Case #2: Capable-to-Promise

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Hans, an inside sales rep, wins or loses orders on the delivery date he gives in the first phone call.

“Can You Deliver by June 15?” (Today)



How the call goes:

10:30 AM — The call
Müller GmbH: “Can you deliver 250 units by June 15?” They want the answer now, on this call.

The hunt
45–90 minutes across six systems—ending with date math on a piece of paper: “maybe June 27?”

“I'll call you back.”
By the afternoon, the order has gone to a faster competitor.

Stock | Parts list | Components | Planning Gantt (4 min to load) | Purchasing | Customer contract PDF

Six places to check—and the customer hears hold music in none of them

30–90 min to answer one delivery question

Hours – day of typical response delay

Lost orders to faster competitors—or rushed dates that end in penalties

With Progress Agentic RAG: Answer While They're Still on the Line

1. A real answer in 30 seconds



A date AND the why

2. Ask “what if?”

The machine's schedule:

June 13-15
Müller's order

June 16-22
the big order already in the queue

✓ **No conflict — the big order is untouched.**

Scenarios in seconds, not hours

3. Commit on the call

Hans says yes to June 15 while the customer is still on the phone. One click sends the supplier rush request and the order confirmation—both proposed first, approved by him.

No “I'll call you back.” No guessing.

With Hans's approval

45 minutes → 30 seconds.
The order is won on the first call with a date the factory can actually keep.

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Use Case #3:
Student Early Warning

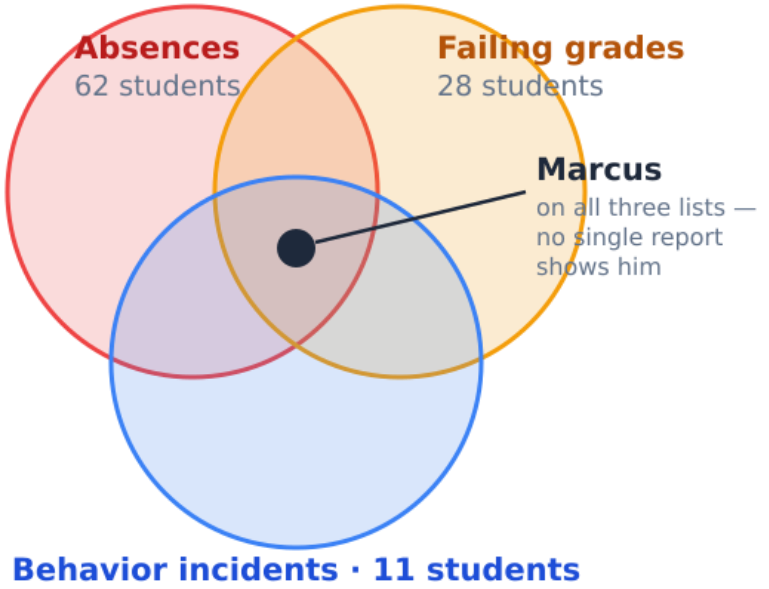
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Sarah, a school counselor, has 420 students on her caseload and spends hours a day finding the ones who need help.



Every Monday, she runs five separate reports:

1. **Attendance report:** 62 students with absences
2. **Grade book:** 8 students with a failing grade
3. **Behavior report**: 11 students with incidents
4. **Assessments**: 34 students below proficiency
5. **Her own notes**: Free text is impossible to search



With Progress Agentic RAG: One Ranked List

1. Monday risk sweep



automatic, every Monday

2. One student, one screen



caught before the threshold

3. Reach out and log it

Sarah meets Marcus today. The contact, a 5-day follow-up reminder,and a monitoring note are written straight into his official student record once she approves.

No shadow spreadsheets. The official file stays complete.

with Sarah's approval

Her hours searching now goes to students, not reports.
Risk is caught in the early-warning window while there's still time to change the outcome.

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Use Case #4: Medical Billing

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A billing specialist at a 35-location urgent care group codes 120–180 patient charts a day, translating free-text medical notes into the exact codes an insurer will pay.



The translation problem: “Chest pain, EKG normal, troponin normal” must become R07.89 + 99214 + 93000 + modifier 25 — or the claim bounces.

Patient Chart | Code Lookup Tool | Payer Policy PDF (340 Pages) | NCCI Bundling Bules | Denial History | Submit → wait 30 days

Six sources per chart × 120–180 charts a day. The rules even change quarterly.

The denial data exists…

“This code combo gets denied 12% of the time with this insurer,” but that fact lives in a report module, not on the coding screen where it would change the decision.

The rules hide in PDFs…

Each insurer's policy is a 340-page PDF, different from the next insurer's and updated quarterly. Nobody can memorize them for 120 charts a day.

And errors surface late.

Bundling conflicts and missing modifiers are caught at submission or 30 days later on the denial. Re-working each one costs $18–28.

With Progress Agentic RAG: First Pass, First Time

The biller pastes the note once. Codes, payer rules, bundling checks and the practice's own denial history arrive together at coding time, not 30 days later.

1. Codes, with Reasons

The AI reads the note and recommends the full code set, including what it ruled out and why:

R07.89	The insurer requires this one (policy §12.4)
✕ M79.3	Ruled out and shown so she sees why
99214	Supported by the note's decision-making
93000	EKG documented in the note
84484	Troponin documented in the note

Every line cited

2. Denials Caught Early

⚠ **Modifier 25 required and** without it the EKG will be denied. This is caught now, not in 30 days.

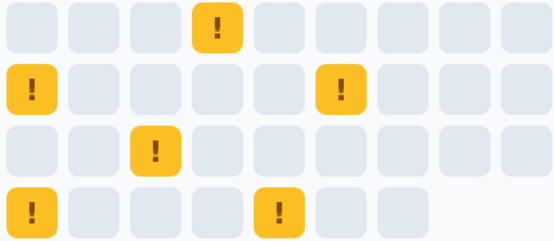


From the practice's own history: 23 similar claims—the only 2 denials were missing modifier 25.

Fixed before submission

3. The Queue, Scanned Ahead

"Flag charts where the note won't support the intended code"—6 of 34 get a quick provider fix today, instead of a denial next month:



Addendum today, not denial later

4–7 minutes → about 1 minute per chart.

Across 35 locations, every 1% of first-pass improvement is worth $90K+ a year.

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Demo

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Demo

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Next Steps

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New Offer: Quickstart Pro with 3 months of tokens on us.

Exclusive offer:

- 3-month Pro subscription
- 100K tokens per month
- Dedicated specialist to help you connect your content and get live fast
- A guided path to real results, not a demo

What you'll walk away with:

- By month 3, real proof on your own content

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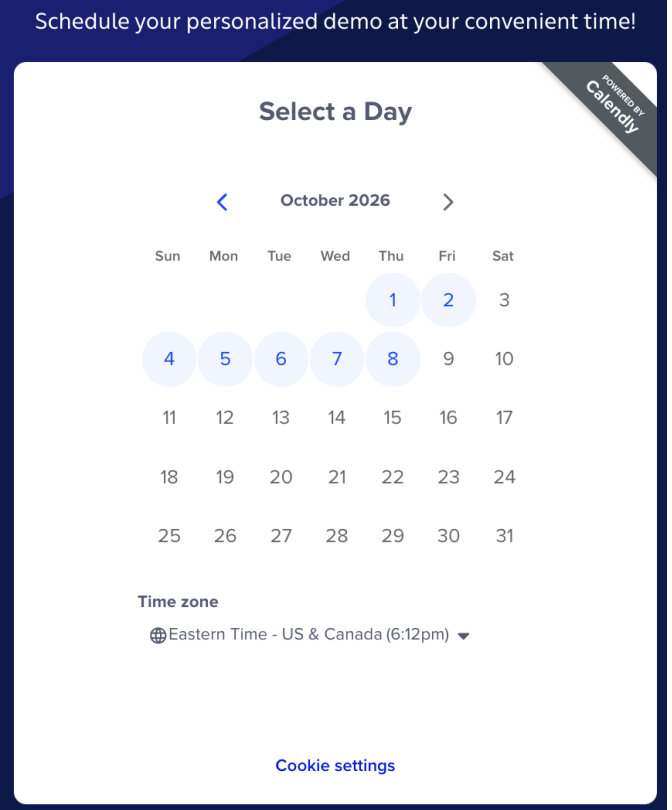
Interested in Learning More?

See the Platform in Action

Progress® Agentic RAG platform is far from ordinary. It's the first and only RAG-as-a-Service solution designed to empower AI agents with trusted, scalable retrieval from your internal data. If you're ready to move beyond generic answers and unlock true AI reasoning, you're in the right place.

Why Book a Demo?

- Explore real-world applications tailored to your business needs
- Understand how the platform will fit into your existing AI workflows
- Learn how to scale AI agents with reliable, verifiable data retrieval
- Get answers to your technical and strategic questions



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Book a demo
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Q&A

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Questions?

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News You Can Use

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- Get started with the **OpenEdge MCP Server**
- Book a demo of **Progress Agentic RAG**
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- Explore what's new in **OpenEdge 13.0**
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