

# AUTOMATED OPENEDGE MANAGEMENT WITH WHITESTAR SOFTWARE

## DATA SHEET

### PROTOP & DBAPPRAISE: AT A GLANCE

WhiteStar Software's dedicated Progress OpenEdge product and service platforms, combine together to create the most comprehensive automated database management solution on the market today. By deploying ProTop, an interactive monitoring and alerting tool for the OpenEdge environment, your organization will gain access to:

- A Web-based interface with an array of real-time dashboards that actively track critical OpenEdge metrics allowing significant insight into company database activity
- Embedded charts and graphs that not only display usage stats and trends over days, weeks, months and even years but also offer the capability to zoom into the specific minutes when a particular issue occurred to help determine root cause
- Offers fully customizable alert functionality with scriptable automated responses to specific events that occur within the database
- The ability to even monitor the Progress Replication product to proactively prevent issues from occurring in hot-standby servers

Furthermore, you can augment the structure of your entire IT/Database team with DBAppraise, a remote OpenEdge administration service that:

- Handles the system management tasks behind maintaining, troubleshooting and upgrading the Progress OpenEdge database
- Is backed by a dedicated team of Progress professionals with over 2 decades of experience working with the OpenEdge platform
- Operates alongside your regular business hours, with options for database support up to 24x7x365 days a year
- Provides critical monitoring and support services such as:
  - Proactive System Availability: Database Availability, Storage Area Capacity, Low Disk Space...
  - Backup & Recovery: Successful Backup Completion, Status of Warm Spare, Storage Area Free Space...
  - Storage Management: Capacity Trend, Object Fragmentation & Scatter, Hot Spots
  - Proactive Maintenance and Support\*\*: Database Crash Recovery, Dump & Load, Restore & Roll-Forward, Failover & Failback, DB Metric Trend Analysis, Appropriateness of Storage Area, Configuration & Setup, Second Level Support Escalation with site visits
- *Only available with DBAppraise Enterprise*

# DTR AND WHITESTAR SOFTWARE

The essential foundation of the DTR ERP is formed by the Progress OpenEdge platform, a high-performance, relational database management system that can easily scale from single-user laptops to massive multi-processing environments. Considering that retaining, handling, and updating accurate business data is one of the most crucial aspects of any manufacturing operation in the Plastics Industry, it is imperative that your organization has the necessary tools and resources to effectively manage and maintain your OpenEdge system.

In order to provide a comprehensive database administration, management and support solution that can bolster your current IT infrastructure, Encompix has partnered with WhiteStar Software, an established mainstay in the Progress community for over 25 years. Through their flagship product **ProTop Progress Monitoring and Alerting** and their remote database administration service **DBAppraise**, WhiteStar Software has established the optimal product/service combination to allow businesses to take full control of their mission-critical data.

Now, DTR customers can take advantage of a completely integrated database management solution, backed by WhiteStar's specialized OpenEdge knowledge, expertise and personnel.

The ProTop Progress Monitoring and Alerting tool allows you to actively monitor your primary business databases and set scriptable actions that can automate responses to certain alerts, thereby enabling perennial visibility into your database to help spotlight system bottlenecks, usage trends, and underlying issues. As the software element of WhiteStar's complete database management solution, ProTop is primarily designed for organizations that are actively seeking to streamline OpenEdge administration activity, that need insight into usage statistics to determine company hardware and software requirements, are continuously experiencing performance issues without knowing why and are looking to automate basic system management duties at the task level without user interaction.

By deploying DBAppraise in tandem with the ProTop software, your organization will receive reliable, uninterrupted 24x7x365 access to organizational data, without the performance, logistical and cost issues that arise from utilizing in-house data management resources. For a fixed monthly fee, a designated team of Database Administrators with over 20+ years of experience on Progress systems will monitor, administer and tune your database environments, quickly respond to database down situations, ensure backup and recovery capabilities, proactively prevent database outages, work directly with your staff and vendors to solve critical database issues, and even make site visits to your plants as needed to help ensure your business is operating as smoothly as possible.

## DEEPER DIVE

At its core, ProTop is a proprietary software tool developed by WhiteStar Software to support Database Administrators with Progress OpenEdge management activity. Designed to detect and correct issues before they affect your critical business processes, ProTop is accessible through both a Web and mobile dashboard-based interface. Through interactive charts and graphs, ProTop monitors, measures, and displays real-time OpenEdge metric information over days, weeks, months, years with drillable capabilities right down to a specific minute when an issue occurred.

In addition to providing a live view of your OpenEdge system status, ProTop contains customizable alert functionality to notify you in the case of certain database situations, and even allows you to write certain scripted responses to these alerts.

With DBAppraise, you will be able to proactively prevent database issues from occurring, while also enjoying the safety of 24x7x365 monitoring, management, and second level support service from a specialized team of OpenEdge analysts that have extensive experience in the Progress arena. Whereas ProTop helps you prepare for and catch database complications before they happen, DBAppraise provides a single point of contact for your company when a critical outage does happen.

There are three different versions of ProTop Progress Monitoring and Alerting and two offerings of DBAppraise. In order to purchase DBAppraise, you need to ensure you have the Advanced version of ProTop. Please view the charts below to find out the detailed differences between each version of ProTop and DBAppraise.

Features	ProTop Free	ProTop Basic	ProTop Advanced	ProTop Enterprise
Web Dashboard	No	Yes	Yes	Yes
Web History	8h	7d	30d	Unlimited
Charts and Graphs	Some	Some	Yes	Yes
Main Dashboard	Yes	Yes	Yes	Yes
Latches and Resources	No	No	Yes	Yes
Tables and Indexes	No	No	Yes	Yes
App Servers	No	No	No	Yes
DBA Toolkit	No	No	Yes	Yes
Monthly Report	No	No	Yes	Yes
Monitors and Alerts	No	Yes	Yes	Yes
Monitor Replication	No	No	1 Target	2 Targets
Universal Brokers	No	No	No	Yes
Application log files	No	No	No	Yes
Script response to alert	No	No	No	Yes
Extra Info: latches, tx, BI...	No	No	No	Yes
Pro-active maintenance	Need DBAppraise	Need DBAppraise	Need DBAppraise	Need DBAppraise
SLA	N/A	Best Eff	Best Eff	Best Eff
SLA Support Hours	N/A	N/A	N/A	N/A

Features	DBAppraise Enterprise	DBAppraise Premium
Web Dashboard	Yes	No
Web History	Unlimited	Unlimited
Charts and Graphs	Yes	Yes
Main Dashboard	Yes	Yes
Latches and Resources	Yes	Yes
Tables and Indexes	Yes	Yes
App Servers	Yes	Yes
DBA Toolkit	Yes	Yes
Monthly Report	Yes	Yes
Monitors and Alerts	Yes	Yes
Monitor Replication	Yes	Yes
Universal Brokers	Yes	Yes
Application log files	Yes	Yes
Script response to alert	Yes	Yes
Extra Info: latches, tx, BI...	Yes	Yes
Pro-active maintenance	Yes	Yes
SLA	1h	2h
SLA Support Hours	24h	Mon-Fri 7-9h



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