

White Star Software for Discrete Manufacturing Solutions

Automated OpenEdge Management

ProTop & DBAppraise

White Star 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

Aptean Discrete Manufacturing Solutions And White Star Software

The essential foundation of the 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, Aptean Discrete Manufacturing Solutions has partnered with White Star 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, White Star Software has established the optimal product/service combination to allow businesses to take full control of their mission-critical data.

Now, Aptean Discrete Manufacturing Solutions customers can take advantage of a completely integrated database management solution, backed by White Star'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 White Star'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.

Deep Dive

At its core, ProTop is a proprietary software tool developed by White Star 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	DBAppraise	DBAppraise Premium
Web Dashboard	No	Yes	Yes	Yes	Yes	No
Web History	8h	7d	30d	Unlimited	Unlimited	Unlimited
Charts and Graphs	Some	Some	Yes	Yes	Yes	Yes
<i>Main Dashboard</i>	Yes	Yes	Yes	Yes	Yes	Yes
<i>Latches and Resources</i>	No	No	Yes	Yes	Yes	Yes
<i>Tables and Indexes</i>	No	No	Yes	Yes	Yes	Yes
<i>App Servers</i>	No	No	No	Yes	Yes	Yes
DBA Toolkit	No	No	Yes	Yes	Yes	Yes
Monthly Report	No	No	Yes	Yes	Yes	Yes
Monitors and Alerts	No	Yes	Yes	Yes	Yes	Yes
Monitor Replication	No	No	1 Target	2 Targets	Yes	Yes
Universal Brokers	No	No	No	Yes	Yes	Yes
Application log files	No	No	No	Yes	Yes	Yes
Script response to alert	No	No	No	Yes	Yes	Yes
Extra Info: latches, tx, BI...	No	No	No	Yes	Yes	Yes
Pro-active maintenance	Need DBAppraise	Need DBAppraise	Need DBAppraise	Need DBAppraise	Yes	Yes
SLA	N/A	Best Eff	Best Eff	Best Eff	1h	2h
SLA Support Hours	N/A	N/A	N/A	N/A	24h	Mon-Fri 7-9h

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To learn more, contact your Account Manager or email us at info@aptean.com.



Aptean provides very specific industries with very specific ERP, supply chain management, and customer experience solutions. In today's fast-paced, highly competitive economy, organizations don't have time to waste forcing homegrown software, spreadsheets, and one-size-fits-all solutions to do things they were never designed to do. Aptean is on a mission to end those workarounds – with industry-specific solutions instead of generic software, expert support instead of making you go it alone, and a steady influx of new ideas instead of the status quo. For more information, visit www.aptean.com.