



May 7, 2009

3 Italia Rings in Billing Changes with Progress Software

Progress® Apama® to deliver Operational Responsiveness to 3's Convergent Billing System

NICE, France--(BUSINESS WIRE)--May. 7, 2009-- [Progress Software Corporation](#) (NASDAQ: PRGS), a global provider of event-driven and open application infrastructure software used to develop, deploy, integrate and manage business applications, today announced that 3 Italia, the leading 3G provider in Italy, has chosen the [Progress® Apama® Complex Event Processing \(CEP\) platform](#) to provide real-time visibility and operational responsiveness into its service and billing process.

The Apama CEP solution allows 3 Italia to proactively [monitor business events](#) in its convergent billing and network systems in real-time. This enables them to have a holistic, customer-centric view of how their services are operating. Problems are anticipated and corrected before services and customer satisfaction are impacted minimizing revenue loss. Apama CEP is the only solution that responds to business events based on what should occur instead of what should have occurred. It is a major breakthrough in managing business events.

3 Italia is one of the first telecommunication providers in Europe to implement convergent billing, providing a single charging system for pre- and post-paid services of voice, video, SMS and data. The billing system handles large amounts of data from multiple gateways. All the data is converged into a single system that reconciles service requests with customers' current account balances. Apama dashboards are used by Business Operations users to ensure this reconciliation occurs correctly, within the timeframes expected by the network and by its customers. In total, several hundred key performance indicators are calculated, correlated and analysed in real-time with the results presented on dashboards personalised to the users responsible for managing various services.

"It's not good enough to find out that problems have occurred after the fact. In today's climate, optimizing current systems to stay competitive and make sure that the business is as operationally responsive as possible has never been more important," said Dr. Giles Nelson, Senior Director, Apama Strategy, Progress Software.

3 Italia also plans to introduce the Apama product to monitor, analyze and act on other business processes such as ATM top-ups, execution of marketing programs and customer service level agreements.

About Progress Software Corporation

Progress Software Corporation (NASDAQ: PRGS) provides application infrastructure software for the development, deployment, integration and management of business applications. Our goal is to maximize the benefits of information technology while minimizing its complexity and total cost of ownership. Progress can be reached at www.progress.com or +1-781-280-4000.

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Source: Progress Software Corporation

Progress Software Corporation
Rachel Harnden, (44) 7785 285551
rharnden@progress.com
or
OCTANE PR
Laura Gillen, (44) 207 802 2662
progress@octanepr.com