

HOW NETGEAR MAKES PROGRESS



IMPROVING PRODUCTIVITY AND DAY-TO-DAY OPERATIONS WITH SAVVION

Founded in 1996, NETGEAR (NASDAQ:NTGR) is a worldwide provider of technologically advanced, branded networking products that address the specific needs of small and medium-sized businesses and home users. The company's product offerings enable users to share Internet access, peripherals, files, digital multimedia content and applications among multiple personal computers and other Internet-enabled devices.

Quality and customer service levels are two important factors for businesses and home users when it comes to evaluating and selecting network products and solutions. NETGEAR provides technically advanced networking products worldwide and is recognized as the most productive company in its industry based on revenue per employee.

NETGEAR®
Everybody's connecting.®

CHALLENGE

End the paper pain, streamline business processes, and improve company operations

SOLUTION

*Progress® Savvion
BusinessManager™ 6.5*

BENEFIT

- > *Improve time-to-market globally*
- > *Manage costs more efficiently*
- > *Increase employee productivity*
- > *Improve day-to-day operations*

To improve operational efficiency and support its customer-focused mission, NETGEAR needed to put an end to the paper trail and streamline business processes. “We recognized the paper-based process slowed part number creation and other key processes, which affect new product orders,” said Tim Stover, Director of Product Engineering and Services at NETGEAR.

SAVVION—PUTTING AN END TO “PAPER PAIN”

To put an end to the paper trail and improve company operations, NETGEAR deployed Progress® Savvion BusinessManager™ 6.5 for multiple projects within NETGEAR, including the management of part number creation, product life cycle management, and the returns management process.

Initially, NETGEAR implemented BusinessManager 6.5 to improve the process used to create product part numbers—a system known as Item Master Management (IM). After a five-working-day test pilot, Savvion deployed the new Item Master process and NETGEAR went from an error-prone, paper-based process to a streamlined, automated process that improves day-to-day operations substantially.

“Savvion BusinessManager 6.5 allows NETGEAR to more accurately manage these key business processes, and reduce processing time,” said Stover. “NETGEAR has sales and design offices across the world. Most importantly, we were able to deploy these new tools across the organization, world wide.”

“NETGEAR works continuously to be tops in our industry in employee productivity, and we are pleased to select Savvion to improve the efficiency of our operations even further.”

*Tim Stover
Director
Product Engineering and
Services
NETGEAR*

SAVVION ON THE HORIZON

NETGEAR will utilize Savvion BusinessManager 6.5 to manage the entire product lifecycle process. With Savvion, NETGEAR plans to monitor discontinued products in order to automatically throttle the ordering process in anticipation of a product’s end of life. This will ensure that inventory is managed to minimize scrap and liquidation charges.

Additionally, Savvion BusinessManager 6.5 will also be used to manage product returns from retail stores that carry NETGEAR products, including Best Buy, Circuit City, Costco, and Fry’s Electronics. NETGEAR

foresees this process improving productivity and reducing errors that occur by better managing the returns process as dictated by the guidelines within Sarbanes-Oxley.

SAVVION—THE BPM VENDOR OF CHOICE FOR NETGEAR

The company is committed to helping customers work better, smarter and faster, and is continually adopting innovative new technologies to improve existing products or create new ones. NETGEAR has already been recognized by *Network World* magazine as the most productive company in its industry based on revenue per employee. As part of its ongoing efforts to continually improve operational efficiency in support of its customer focused mission, NETGEAR made Savvion its BPM solution of choice.

RAPID RESULTS ENABLED BY SAVVION

With Savvion BusinessManager 6.5, NETGEAR improved its time-to-market, manages cost more efficiently, and estimates an even greater increase in productivity as the company continues its rollout of Savvion BPM solutions.

PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

WORLDWIDE HEADQUARTERS

Progress Software Corporation, 14 Oak Park, Bedford, MA 01730 USA
Tel: +1 781 280-4000 Fax: +1 781 280-4095 On the Web at: www.progress.com

For regional international office locations and contact information, please refer to the Web page below:
www.progress.com/worldwide

Progress, Savvion, Savvion BusinessManager and Business Making Progress are trademarks or registered trademarks of Progress Software Corporation or one of its affiliates or subsidiaries in the U.S. and other countries. Any other trademarks contained herein are the property of their respective owners. Specifications subject to change without notice.

© 2009 Progress Software Corporation and/or its subsidiaries or affiliates. All rights reserved.

Rev. 01/10 | 6525-129634

