



Architecture

At SAI, we know that designing superior business applications requires more than just programming skills. Using our deep industry knowledge and our management and technical expertise, we work with your IT and business staff to design and implement a **state-of-the-art usage management solution** that meets your specific business needs and delivers results. Our usage management solutions provide **unlimited capacity** without affecting daily operations or reporting capabilities.

Spend more time on business strategy and less on managing and troubleshooting your usage management system.

<p>System Architecture</p>	<p>To optimize the performance of our Sierra Gold usage management solutions, we use a dual-server configuration. The first server collects and stores data and processes reports. The second server stores the generated Web-based report pages that are browsed by authorized users.</p> <p>This processing architecture allows our solutions to process vast amounts of call detail records and make the information available across your entire enterprise for hundreds of users to access simultaneously. Processing a report with several million calls does not affect users who are browsing reports. Conversely, all users can simultaneously browse reports without slowing the processing of new reports.</p>
<p>System Hardware</p>	<p>The Sierra Gold client software runs on Intel® Pentium®-compatible computers.</p>
<p>Server Operating System</p>	<p>The Sierra Gold data collection and processing server runs Red Hat® Enterprise Linux® 4.0. The user reports server runs Windows Server® 2000 or 2003.</p>
<p>Desktop Operating System</p>	<p>Users can access reports from virtually any desktop environment where Internet Explorer® or Mozilla® Firefox® is installed: Windows®, Mac®, Linux®, PC, laptop, etc.</p>
<p>Integration with Other Products</p>	<p>Sierra Gold supports call detail reporting for all major brands of wireline and wireless PBXs. Our solutions work with the latest VoIP systems. Watch a VoIP demo (Flash, 1.1 MB).</p> <p>SAI is a technology partner with Cisco, Avaya, and Nortel.</p> <p>Other supported PBX brands include Siemens, NEC, Fujitsu, Ericsson, Alcatel, 3COM, and Mitel. Please contact SAI for a list of supported PBX systems.</p> <p>The Sierra Gold architecture provides easy integration with existing technology, quickly and easily importing data from multiple PBXs and corporate databases such as HR, and exporting data to other applications such as Oracle, SAP, PeopleSoft, and G/L files.</p>

<p>Upgrades</p>	<p>SAI continuously upgrades Sierra Gold and its components, and our rigorous test system environment ensures a thoroughly tested and stable software product before it reaches our customers.</p> <p>As enhancements become available, we distribute Sierra Gold upgrades via CD-ROM or the Web. The CD comes with complete instructions and a Difference Document that outlines the changes made. Your company's Sierra Gold Administrator can download and install upgrades over the Web at any time.</p> <p>The Sierra Gold On-Demand delivery model eliminates all of your upgrading responsibilities. Upgrades are performed at SAI's Service Center and are transparent to your users. Our Service Center ensures continuous enhancements without disruption of processes.</p>
<p>Delivery Models</p>	<p>Sierra Gold VTS is available in both On-Demand and On-Premise configurations, with no difference in functionality. With either model, we provide all of the implementation assistance and technical support you need to deploy and operate your new usage management solution.</p>
<p>Products and Services List</p>	<p>See a complete list of our products and services to learn more about how they can help you achieve your business goals and create a competitive advantage.</p>

Intel and Pentium are registered trademarks of Intel Corporation in the U.S. and other countries.

Red Hat and Red Hat Enterprise Linux are registered trademarks of Red Hat, Inc. in the U.S. and other countries.

Windows, Windows Server, and Internet Explorer are registered trademarks of Microsoft Corporation in the United States and other countries.

Mozilla and Firefox are registered trademarks of the Mozilla Foundation.

Mac is a registered trademark of Apple Inc. in the U.S. and other countries.

Linux is a registered trademark of Linus Torvalds in the U.S. and other countries.

SAI

1106 Windfield Way, El Dorado Hills CA 95762

(800) 775-0025

Fax: (916) 939-4171

<http://www.sierragold.com>

Copyright © 2008 SAI. All rights reserved.
