



ACEYUS REPORTING

Application Component Description

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APPLICATION COMPONENT DESCRIPTION

The Aceyus Reporting platform is a collection of component devices assembled in an architecture to meet customer requirements. Any specific customer solution may vary in design details and deployed components, but all solutions will include the Vault Database Servers, Web Application Servers, and Client Browsers.

VAULT DATABASE SERVERS

The Aceyus Vault database server(s) houses core application components such as dashboards and reports, alerts, permissions, etc. In addition, the Vault database is home to all the processes necessary to extract data from external data sources and make it available for reporting.

WEB APPLICATION SERVERS

The Aceyus Reporting applications are accessed via a web browser. No additional add-on or plug-in applications are required. Aceyus supports application access with Internet Explorer 11 (and higher), Google Chrome and Mozilla Firefox.

DESKTOP CLIENTS

The Aceyus Web Server hosts the web applications. These devices provide application access to the reports and data. In addition, they may be configured as an FTP server when integrating data delivered via FTP file drop, such as Avaya ECH or Cisco Unified Communications Manager (UCM) call detail records.

DATA COLLECTORS/DISTRIBUTORS

The Data Collectors/Distributors are databases (and the associated processes) that extend the functionality of the Aceyus Vault for the purposes of scalability or to overcome network limitations. These devices are typically employed to pre-process data from multiple data sources of the same type. The Data Collectors/Distributors may be configured to keep real-time data on the local database (cluster) and forward all or a portion of the historical data from the source systems to the Vault database for further processing and/or distribution.

EXTERNAL DATA ADAPTERS

Data adapters are used for the purpose of connecting to and importing data from external data sources into the Aceyus Enterprise Data Warehouse (EDW). Data adapters may be used to import real-time and/or

historical data for contact center systems or other related data sources. Aceyus offers a wide variety of standard data adapters and can typically build custom data adapters as needed.

ACEYUS PLATFORM NOTES

1. The Aceyus Applications run on Microsoft Windows Server Operating System.
2. The Aceyus Databases utilize Microsoft SQL Server.
3. Aceyus recommends virtualization only for the Web Application Server components of the platform.
4. The Aceyus database servers may employ Direct Attached Storage (DAS) or may utilize a customer's SAN for data storage. Larger enterprises with rigorous uptime requirements may require solution resiliency that can best be delivered via database clustering. Aceyus supports standard MSSQL Clusters using shared SAN storage.
5. A redundant/resilient architecture requires utilization of a network appliance for stateful allocation and load balancing of reporting request to the web application servers. This device should be configured to employ "sticky" connections.