

RAS

Report Archiving & Consolidation Server

The Noble® RAS (Report Archiving and Consolidation Server) lets you access data and run custom reports in a query-optimized platform. RAS is ideal for running reports for multiple sites or organizations with a large volume of historical information without impacting individual system performance.

Noble Systems designed the reporting infrastructure for maximum performance, with a robust, scalable solution for managing data storage, backup, and recovery. Back-ups and storage are managed automatically for historical calling data throughout your organization, allowing you to protect information without sacrificing business productivity.

Enhanced System Reporting Performance

- > Run reports without the risk of impacting productivity
- > Process queries more quickly
- > Consolidate multiple sites for more efficient management
- > Store historical data for easy retrieval
- > Increase system productivity

Query-Optimized Database Reporting

- > Reports execute up to 10 times faster than with standard data storage
- > Multiple contact center hosts consolidated into a single user-configurable database
- > Report on all data for all call centers in a single report
- > Access several years of historical data from a centralized source
- > Receive alerts via email if processes are not completed correctly
- > Performance Example – a 650 seat center can:
 - Retrieve one months' worth of agent statistics from two years ago to a report in 20 seconds
 - Query a full year of data in under three minutes

Powerful, Scalable, & Reliable Technology

- > IBM eServer™ xSeries® servers for state-of-the-art, industry-leading technologies
- > Mainframe-class power & Enterprise scalability
- > Powered by Intel® Pentium® III, Pentium 4, Xeon™ and Itanium® processors with RAID subsystems
- > High thru-put, high access environment

“ We have a centralized network operational center, and we can cover all of our centers worldwide from a single HQ location. With consolidated reporting, we get all of the data we need at our corporate office. ”