



Sunrise Telecom's realGATE™ workflow optimization system is a comprehensive web application suite for managing and optimizing workflow for centralized engineers, managers and field technicians. Using realGATE, a field technician can download test profiles for a given service configuration, upload pass/fail test results as service "birth certificates", view previous test results, and associate tests to a subscriber work order. This can streamline work order processes, maximizing test consistency and supporting increased productivity. With realGATE, communication service providers can resolve subscriber service issues faster, ensuring the job gets done right the first time, and eliminating repeat service calls.

This productivity tool also collects, analyzes and reports on field activities, including productivity key performance indicators (KPIs). Supervisors and managers can now track and manage the progress of productivity-improvement and customer service-improvement initiatives, as metrics can be viewed by group or down to the individual. Moreover, realGATE will increase centralized engineers' productivity by automating test profile and test asset management, increasing job quality across the field organization.

Features

- Provides management reports with job completion and success data.
- Tracks who is using your instruments and why, so you can estimate the value the instruments provide
- Works in conjunction with existing order tracking systems so test results are linked to work orders.
- Displays interactive web-based test results from any computer once they have been uploaded.
- Permits users access on a feature-by-feature basis.

Benefits

- Increases productivity at every level by simplifying:
 - Management and tracking of valuable assets
 - Test result verification and ensuring consistent reporting
 - Pass/Fail parameter changes
 - Firmware downloads
 - Uploads of Test Results
 - Uploads of Site Data changes

Applications

- Track valuable assets, configure instruments, upgrade firmware & set new test parameters remotely to save time and money
- Provide Home Certification & develop a history of previously stored test results
- Send & Receive test results whenever a web connection is available
- View test results in near real time providing an excellent tool for training as well for providing positive feedback to your field service group
- Easily create automated reports, and schedule them to run daily, weekly or monthly, saving time and effort in performing every day management tasks



Specifications

The following table lists the specifications of the realGATE system and hardware devices currently supported.

| realGate Server Specifications | |
|--------------------------------|---|
| Test Instruments (max) | 500 per system |
| Concurrent Users (max) | 50 per system |
| Base Unit: | Six Core XEON Processor, 2.4 GHz, 1333 MHz FSB |
| Memory: | 16 GB, 1333 MHz, Dual ranked, DIMMS |
| Hard drive: | RAID 5, 300GB, 15k RPM |
| Operating System: | Linux |
| Supported Test Instruments | |
| AT Series Support | AT2500RQ(v)4 AT2500HMQ4 (WebRemote option support only) |
| CM Series support | CM1000 CM2000 CM2800, CM3000 CM3800 |
| RxT Test Platform | RxT Chassis & Modules |
| Browser Support | IE 6, IE 7, IE 8, Firefox 2, Firefox 3, IE on WinCE 5.0 |

Ordering Information

- RGATE-BASE** realGATE Server and Software Platform includes a Server for up to 500 instruments, first year maintenance agreement and user manual. realGATE must be ordered with at least one instrument license package. (RGATE-XXX must be ordered separately)
- See RGATE-100, RGATE-200 & RGATE-500
 - RGATE-BASE includes first year RGATE-MAINT license
- RGATE-MAINT** (Required) realGATE Software Maintenance Agreement. Annual Flat Rate provides features and updates for duration of the subscription Note: RGATE-BASE comes with first year licenses included
- RGATE-MAINT3** realGATE Software Maintenance Agreement. Covers 3 additional years of Annual Flat Rate (Provides features and updates for duration of the subscription) (Note: RGATE-BASE comes with first year licenses included)
- RGATE-100** Instrument support for up to 100 instruments. Must have RGATE_BASE.
- RGATE-200** Instrument support for up to 200 instruments. Must have RGATE_BASE.
- RGATE-500** Instrument support for up to 500 instruments. Must have RGATE_BASE.
- RGATE-WFM** One time Engineering fee includes up to 80 hours of Engineering time for the purpose of interfacing with the Customer work force/ billing system. Includes one on-site visit for troubleshooting purposes. (Additional travel & expenses).
- RGATE-ENG** Additional 8 hours of Engineering support. (Travel & Expenses Additional)
- RGATE-SFW** Includes realGATE software application for installation on the customer's server. The server must meet or exceed the server requirement specifications. Must be ordered with at least one instrument license package (RGATE-xxx) to be ordered separately. (See RGATE-100, RGATE-200 & RGATE-500)
- (Available for pre-qualified customers. Contact your Sunrise Telecom Sales rep for details]



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