

CRI *I*ntegrated *S*erver (*IS*)- UC FAQ's



Key Features and Benefits ?

- Rapid one day remote Install
- Low budgetary commitment
- Single 1U server
- Includes Help Desk Support

What UC Applications are included at this time, and what may be added in the future?

Currently the *IS-UC* includes AES/OCS, AES/IBM Lotus Sametime , Intelligent Presence Server, one-X Portal and one-X Mobile.
Future applications include OCS Server, Sametime Server, Meeting Exchange Express/Enterprise and 3rd party applications such as (Mutare, Starfish, Spinvox, etc)

How scalable is *IS*?

The *I*ntegrated *S*erver 60 day Proof of Concept (POC) scales to 50 users. The *IS* for purchase in a production environment scales to 500 users today. It will scale to a significantly higher number of users in the future.

How does this work if at all with the CRI Inclusive Support offer?

The **I**ntegrated **S**erver POC offer includes 20 hrs of Help Desk support. **IS-UC** purchase includes 30 hours of Help Desk support.

What are the customer requirements?

- Fill in the CRI **IS-UC** Planning Form
 - Provide IP addresses
 - ACM information
 - ✓ ACM must be 5.x or greater
 - ✓ ACM 4.x will require time to validate ACM readiness for user scenarios
 - Directory information
 - Other settings depending on customer environment
- Rack and Stack
- UC Licensing information (RFA)
- Resources required for any option integration to customer environment
 - Communication Manager Administrator
 - OCS administrator (If Applicable)
 - SameTime Administrator (If Applicable)
 - Modular Messaging Administrator (If Applicable)
 - Meeting Exchange Administrator (If Applicable)

If I am doing a 60 POC trial, what happens when it is over?

After 60 days the customer either ships the **IS-UC** back to CRI using the pre-paid shipping labels or has the option to pay for a 30 day trial extension. The customer will then have the option of purchasing the IS for permanent lab placement.

What is the turnaround time?

After the customer planning meeting and contract is signed, the **I**ntegrated **S**erver can be shipped to onsite in 1 week for a 1 day installation.

What vertical would this work best in?

The **I**ntegrated **S**erver offer provides a platform for rapid deployment of the Avaya Unified Communication portfolio along with the AES click-to-call for either the MS/OCS or IBM/Sametime environment. It is beneficial for any customer enterprise looking to take advantage of improving their overall communication and collaboration of their employees.

Pricing

Contact your CRI sales associate either directly or through your customer's Business Partner.

CRI Sales Associate information can be found at:

<http://www.crinj.com/contact.php>

What is the geographic availability?

North America and Canada currently, but will work on a case by case basis outside NA with BP's authorized in that area.

What is the status of the DevConnect certification?

The CRI **I**ntegrated **S**erver has been tested and approved to be offered to the Avaya customers for POC trials and production environments.

How do people engage CRI for this?

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Do you have any offer information posted anywhere where Avaya or partners can get access

www.crinj.com

Should you require printed matter or a power point presentation please contact Heidi E. Fulton at heidi.fulton@crinj.com or phone me 732-974-4371