

# CRI *I*ntegrated *S*erver (*IS*) Messaging FAQ's



## **Key Features and Benefits ?**

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

## **What is included at this time, and what may be added in the future?**

- MAS Servers
- MSS (option)
- Web Servers
- Supplemental Servers
- Load balancing
- Secure Access Link

## **How scalable is *IS*-Msg?**

The *I*ntegrated *S*erver scales to 144 ports. With 2 *IS*-Msg servers scale to 288.

## **What is the CRI Inclusive Support offer?**

The Inclusive Support offer is a flexible block of hours used for help desk, training, and integration of other applications such as one-x portal or one-x mobile, and other 3<sup>rd</sup> party applications.

### **What are the customer requirements?**

- Fill in the CRI **IS** Planning Form
  - Provide IP addresses
  - Switch Information
  - Directory information
  - Other information depending on customer environment and architecture
- Rack and Stack
- Resources required for any optional integration to customer environment
  - Switch/PBX Administrator
  - Messaging Administrator
- SIP Resource

### **What is the turnaround time?**

After the customer planning meeting and contract is signed, the typical cycle is 3 weeks.

### **What vertical would this work best in?**

The **I**ntegrated **S**erver offer provides a platform for rapid deployment of the Avaya Modular Messaging in multi vendor environments. It is beneficial for any customer enterprise looking to take advantage of improving their overall communication and collaboration of their employees.

### **Can I just put this on my existing virtual environment?**

No, CRI is the only company that has developed the **IS** solution using vmware which has been tested, certified and approved by Avaya.

### **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?**

This is a global offer

### **What is the status of the DevConnect certification?**

The CRI **I**ntegrated **S**erver-Msg has been tested and approved to be offered to Avaya customers with **full support of Avaya Services**.

### **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](http://www.crinj.com)

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