



## **-Partnering for Success to deliver- New Survivable MM Designs**

### **Requirements:**

Customer required Survivable Modular Messaging but their integration is H.323 which was not supported. Environment is MM3.1 with 3 MAS servers, 1 Web server, and 1 Supplemental.

### **Solution:**

CRI implemented the solution and while going through the process, documented a new application note for MM3.1 Survivable Messaging. Solution was fully tested at the CRI Lab prior to customer deployment.

### **Benefits:**

Customer did not have to change integration to get support. New application note created that makes this a supported offer for everyone. CRI will provide ongoing support for the customer via our Partner.

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### **Requirements:**

Small MM/MSS with DR solution. No boards all IP. Must work with Avaya LSP's which is not documented or supported.

### **Solution:**

MM/MSS with Survivable MM using H.323 integration all around. CRI Lab completed a full test of the MM Survivable procedures using LSP's as a proof of concept.

### **Benefits:**

Avaya's confidence in CRI's deployment expertise encouraged them to sign off on an unsupported design. Design is today working with 100% reliability and customer confidence. Support handled though Partner and CRI.

**Working together to be THE Solution**