

CRI and Avaya

Partners for Professional Deployment in Projects requiring: Large Scale, Speed of Execution & Flexibility Project Synopsys

“Large Scale”

Sites	
Data Centers	2
Contact Centers	8
US Edge Sites	358
Canada Edge Sites	16
	384

Solution / Server Counts	
Avaya Data Networking Switches	1,720
Communication Manager	3
Communication Manager LSP's	13
Media Gateways	77
AudioCodes MP-118	253
System Manager	2
Session Manager	2
Session Border Controller	6
Aura Messaging	3
AES	1
Aura Conferencing	6
CMS	1
Experience Portal	3
Presence	1

Network Assessments	
382 Sites x 2 Data Centers	764

US Item Shipments by CRI Staging	
11/2013 --> 4/2015	12,719

“Speed of Execution”

Customer requested Rapid Migration to the new Avaya Data & Telephony architecture. CRI and Avaya delivered by cutting over 235 Edge Sites in a 90 day period = **2.6 Migrations per day on average**, with several days where **8 Migrations** were performed in a single day.

This Rapid Migration Pace required Avaya Data Network Switches, Avaya Phones and Avaya Gateways to be Pre-Configured / Pre-Staged by CRI in our CRI Staging Lab and then shipped to the Con-way location. During the peak month for Staging, February 2014, an average of **140 items of Avaya equipment were Staged and Shipped per day.**

“Flexibility”

Customers Migration Schedule required multiple vendors to deliver simultaneously including:

CRI & Avaya for Data & Telephony

Virtella for WAN connectivity

Motorola for Wireless Equipment

Blackbox for Cabling and Onsite Installation

CenturyLink for SIP Trunking and DID Migration

IBM for Firewall Configurations

Site Migrations were rescheduled on a “daily basis” to reflect the true facts ‘on the ground’, delaying some migrations while pulling others forward to take their place. Through it all, CRI and Avaya met the ever-changing time tables and delivered successful migrations in a **“dynamic and challenging environment”**