CRI Insight RightSize
Service Description
Avaya Communication Manager

Service Desk

Availability Manager

Capacity Manager

Configuration Manager

Continuity Manager

Release Manager

Change Manager

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1.0   CRI Insight RightSize Service Overview

CRI Insight RightSize is a comprehensive, automated audit for unified communications systems, especially where assets are distributed across numerous sites and are servicing multiple business units.

CRI Insight RightSize provides rich visibility of the configuration, capacity, and utilization of UC assets. CRI Insight RightSize is a one off engagement delivered as a white labeled service to unified communications system integrators and business partners for resale to customers.

CRI Insight RightSize leverages a catalogue of more than 30 detailed capacity and configuration reports to enable and support the partner's recommendations to the customer.

CRI Insight RightSize reports contain invaluable information relating to consumed capacity. This is only possible by using the unique ability CRI Insight RightSize has under the ITIL framework to link Configuration Management with Capacity and Change Management to display actual real world usage of Configuration Items.

CRI Insight RightSize is unrivalled in the level of detail that can be provided, and the accuracy with which an environment can be scoped.

2.0   About CRI Insight RightSize

There are many proven benefits gained from the use of today's sophisticated Unified Communication systems. But at the same time the complexity of these systems can often mask inefficient infrastructure utilization and business-impacting capacity issues. Many issues are due to either over committed or under-utilized UC resources, and often remain unseen. Opportunities therefore exist for companies to make numerous financial gains by "right-sizing" their UC assets. Examples of such gains include:

- ♦ Removal of operational cost associated with maintenance renewals and software maintenance associated with excess capacity and infrastructure
- ♦ Reduction in capital expenditure, both for business-as-usual (in the event that current capacity could be better utilized) and in hardware and software upgrades
- ♦ Potential increase in revenue where bottlenecks and congestion areas are identified and remedied

2.1.   Traditional Manual Audit

The traditional audit approach has relied heavily on manual investigation, collation and review – which add to cost, delay and inaccuracy. Additionally the information is only current at the time it is collected, and with the size and nature of enterprise organizations this presents additional on-going challenges. Manual reports only uncover what resources are configured and administered on a system. The most important facet is whether or not the resources are actually being used.

2.2.   CRI Insight RightSize Automated Audit

We've found a way to address these issues through a new service called CRI Insight RightSize. This innovative service automates the audit process delivering previously unseen visibility of an organization's UC assets and their utilization over time.

CRI Insight RightSize is a fully automated audit that reconciles configuration data with activity data. This provides the most accurate view of which assets are actually in use and how they are being used. When you do this it uncovers assets that are configured correctly and appear legitimate, but are in fact redundant – and are therefore incurring unnecessary cost for the business.

2.3.   When to use CRI Insight RightSize

CRI Insight RightSize is particularly useful when customers are looking to upgrade, re-architect or rationalize their UC networks. CRI Insight RightSize identifies a number of indicators of redundant configuration, such as:

- When each extension was last "touched" from an administration point of view
- The last time each station was registered to ACM
- When each agent last logged-in
- The last time each announcement was played
- The last time a CDR record was generated for each extension
- When the user last changed Send All Calls state
- When the user last changed EC500 (Extend calls to cellular number) state
- The last time a voice mail message was left
- When another user last left a message via the leave word calling feature

The same level of granularity available at the user level also applies to many other aspects of the UC environment, including core infrastructure, trunk services and call center agent activity.

Getting the basics right at the outset of a UC deployment or an upgrade delivers demonstrable financial benefit on your capital and operational spend. CRI Insight RightSize helps you get this right, right from the start.

3.0   CRI Insight RightSize Reports Overview

CRI Insight RightSize reports contain invaluable information relating to consumed capacity. This is only possible by using the unique ability CRI Insight Rightsize has under the ITIL framework to link Configuration Management with Capacity and Change Management to display real world usage of Configuration Items. This empowers administrative staff to predict future consumption based on trends, and allows architects to accurately model the outcomes of a consolidation or rationalization exercise.

3.1.   CRI Insight RightSize Report Format

The following sections include an Executive Summary with recommendations followed by detailed Configuration and Capacity reports.

3.2.   Configuration reports

The information shown in these reports has been drawn from multiple sources and has been grouped together in such a way as to show all aspects of Configuration Item attributes on a single line. This provides a never before seen view that enables administrators to view, filter and sort the CRI Insight RightSize output.

Key Outcome: Identify inconsistencies and errors in design and configuration.

Reporting Group	Reports included	Benefits

Architecture	As-built diagrams:
	• Control Network
	• Media Gateways
	• IP Network Region
		♦ Validate design of:
		  • Port Networks
		  • Media Gateways
		  • Assigned Numbers
		  • Assigned Names
		  • Physical locations
		  • Hardware types
		  • IP addresses
		  • H.248 Gatekeepers
		  • Servers
		♦ Find the source of many VoIP quality issues:
		  • Reconcile the topology of the network with crucial aspects of the VoIP configuration

Contact Center	Audio Groups
	Agents
		♦ Identify the hidden cause of inconsistent caller experience:
		  • Configuration verses .wav files loaded
		  • Announcement file size
		  • Announcement file creation date and time
		♦ Filter and sort the CRI Insight RightSize Agent report. Inconsistencies, misconfiguration and errors in design are very easily identifiable in a table view.

Reporting Group	Reports included	Benefits
General Telephony	Stations Trunks	♦ Filter and sort the CRI Insight Rightsize reports. Inconsistencies, misconfiguration and errors in design are very easily identifiable in a table view. ♦ Identify out of date software.

3.3. Capacity reports

The final section provides detailed Capacity reports for the underlying infrastructure that supports the configuration. CRI Insight RightSize reporting assists partners and customers with measurement of real configuration and capacity utilization of unified communications resources over an extended time period.

Key Outcome: Pre-empt or mitigate service impacting issues and reduce expenditure.

Reporting Group	Reports included	Benefits

Server Infrastructure	OS Free Disk Space
	OS Memory Usage
	OS Processor Occupancy
	Application Processor Occupancy
	Control Network:
	  • Bandwidth
	  • Peg Count
	  • Round Trip Delay
	Media Gateway:
	  • IP level Events
		♦ Identify processor occupancy problems before they impact the business.
		♦ Identify network performance problems before they impact business.
		♦ Plan for future growth.

Contact Center Infrastructure	Announcement Board Storage
	Announcement Last Play Requests
	Announcement Play Requests
	Announcement Port Usage
	Extension Activity (Agents and Announcements)
		♦ Analyze announcement capacity:
		  • Optimize use of resources
		  • Gain visibility of bottle necks
		  • Identify redundant configuration
		  • Reduce capex and opex
		♦ Capture agent activity over prolonged time period:
		  • Identify redundant configuration

Reporting Group	Reports included	Benefits

UC Infrastructure	CLAN Port Throughput
	IP Network Region
	IP Telephony H.323 Signaling
	IP Telephony Media
	Media Resource Throughput
	Processor Link
	TDM Bus
	Tone Receiver
	Trunk Group:
	    • Report
	    • Trend
		♦ Identify and act on bottlenecks and congestion areas that may be restricting business and revenue.
		♦ Recognize areas of excess capacity and therefore eliminate unnecessary spend on hardware / software support and maintenance.
		♦ Achieve more accurate budgeting for upgrades.
		♦ Identify future problems before they impact business.

Hardware and Software licensing	License:
	    • Report
	    • Trend
	Hardware
		♦ Avoid business constraints caused by inadequate license capacity.
		♦ Reconcile spare parts inventory.
		♦ Identify potential firmware problems.

Station Users	Extension Activity (Station)	♦ Identify redundant capacity. ♦ Release resources for other uses. ♦ Reduce capex and opex.

4.0   Service Requirements

4.1.   CRI Insight RightSize Appliance

CRI Insight RightSize utilizes a locked-down, secure CRI Insight RightSize Appliance, installed on the customer's premises. The appliance is provided by, and remains the property of Virsae Limited. The Business Partner is responsible for installing the CRI Insight RightSize Appliance in accordance with the Service Management Implementation Guide.

The appliance needs to be placed in a secure dust free environment with a 100~240 VAC 50-60Hz power source and LAN connection. The CRI Insight RightSize appliance requires connections from the customer's premises to the Microsoft Azure cloud computing service used by CRI Insight RightSize. The customer network will need to allow outbound TCP/IP connection on the secure HTTPS port 443.

4.2.   Internet Connectivity

CRI Insight RightSize requires reliable internet connectivity from the customer's premises where the CRI Insight RightSize appliance is installed.

Please refer to the CRI Insight Service Management Technical Requirements Document for further details on connectivity, environmental and security requirements.

4.3.   CRI Insight RightSize Security

CRI Insight RightSize uses industry standard encryption to retrieve data from supported equipment and transport this to the CRI Insight RightSize cloud computing platform. The appliance has an internal firewall and only allows incoming data traffic on specific ports and protocols necessary for its support role.

Further information about CRI Insight RightSize's security features is contained in the CRI Insight Service Management Security Overview.

4.4.   Service Boundaries

The output of CRI Insight RightSize includes the provision of reports, data and graphs related to the customer's unified communications system. The Business Partner is responsible for the interpretation of the reports and presentation of findings and recommendations to the customer.

5.0   CRI Insight RightSize Service Levels

Service Attribute	Attribute Definitions	Service Target
Appliance Shipment	The elapsed time between the partner submitting an order for CRI Insight RightSize and the shipment of a CRI Insight RightSize appliance to the nominated address.	5 business days
CRI Insight RightSize Technical Inquiries	The elapsed time between the partner submitting a written technical inquiry and receiving a response from CRI.	2 business days
CRI Insight RightSize measurement Period	The time period that data will be collected from a customer's unified communications environment for the production of CRI Insight RightSize reports.	One calendar month (unless CRI has given prior agreement to extend the measurement period)
CRI Insight RightSize Report Production	The elapsed time between the conclusion of the CRI Insight RightSize Measurement Period and the delivery of the CRI Insight RightSize Report to the partner	5 business days

Table 1 – CRI Insight RightSize Service Levels