IS - BACKUP

CRI *Integrated* *Server* (*IS*) Backup FAQ's

What is *IS*-Backup?

IS-Backup is a CRI solution for clients who want a normalized backup solution for existing or newly-deployed CRI-IS products, like *IS*-ACE or *IS*-Conferencing. It allows for a unified, consistent backup solution for each VMware image that comprises the overall solution.

Key Features and Benefits?

· Reduced Time to Recovery for *IS*-based applications
· Consistency of backup method – no longer do you have to manage backups on a per-application basis.
· Single 1U server
· Provide backup and restore capabilities without requiring additional DR licenses from the manufacturer.
· Inclusive Support (Help Desk)

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

IS-Backup can provide a single point of backup and restoral for any product that is supported on a CRI *IS* solution (e.g. *IS*-ACE, *IS*-UC, *IS*-MSG, and *IS*-Conf). *IS*-backup includes Veeam system backup software to facilitate the process.

How scalable is *IS*-Backup?

The *Integrated* *Server* Backup scales according to the required backup load. For a single *IS*, a smaller server could be used. If the client desires to backup multiple *IS* products to a single *IS*-Backup, the system could be sized slightly larger to accommodate that need.

What is the CRI Inclusive Support offer?

The Inclusive Support offer is a flexible block of hours used for help desk, training, and management of the *IS*-Backup and related products.

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 turnaround for a new *IS* Backup is 3 weeks.

What vertical would this work best in?

The *Integrated* *Server* 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?

The CRI *IS* Backup is available globally.

What is the status of the DevConnect certification?

The CRI *Integrated* *Server*-Backup has been tested and approved to be offered to Avaya customers with full support of Avaya Services.

How do people engage CRI for this?

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

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
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