



## CRI Menu of Services

**Solution Integration ▪ Consulting ▪ Professional Services**

**Appliance ▪ Virtual ▪ Disaster Recovery ▪ Data Centers ▪ Cloud ▪ Hybrid**

APPLICATION / SOLUTION	INSTALL	CONFIGURE	SUPPORT
<b>Infrastructure as a Service (IAAS)</b>			
Avaya Pod Fx™ (1)	●	●	◎
CRI Application Center	●	●	●
<b>Avaya Aura Platform - Team Engagement (TE)</b>			
Communication Manager (ACM)	●	●	●
System & Session Manager (SM/SMGR)	●	●	●
Session Border Controller (ASBCE)	●	●	●
Application Enablement Services (AES)	●	●	●
Breeze (See Breeze Section)	●	●	●
Presence Services (PS)	●	●	●
Device Services (AADS)	●	●	●
Utility Services (AUS)	●	●	●
WebLM	●	●	●
Secure Access Link (SAL)	●	●	●
<b>Conferencing</b>			
Equinox (AAC9)	●	●	●
Aura Conferencing 8 (AAC8)	●	●	●
Aura Conferencing 6/7	●	●	●
Meeting Exchange (MX)	●	●	●
<b>Messaging</b>			
Aura Messaging (AAM)	●	●	●
one-X Speech (1XS)	●	●	●
ESNA Officelinx (OL)	●	●	●
Modular Messaging (MM)	●	●	●
Message Networking (MN)	●	●	●
Octel/VMX	●	●	●
<b>Client</b>			
Equinox	●	●	●
Communicator	●	●	●
Client Enablement Services (CES)	●	●	●
Cloud Application Link (ACAL)	●	●	●
one-X Attendant (1XA)	●	●	●

[sales@crinj.com](mailto:sales@crinj.com) ▪ **1.800.648.0889 option 1** ▪ [www.crinj.com](http://www.crinj.com)



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APPLICATION / SOLUTION	INSTALL	CONFIGURE	SUPPORT
<b>Breeze</b>			
Engagement Designer (EDS)	●	●	●
Engagement Assistant	●	●	●
Call Park and Page	●	●	●
Avaya Developed (Snapp Store apps)	●	●	●
Partner Developed (Snapp Store apps) (2)	●	⊙	⊙
<b>Avaya Aura Platform - Customer Engagement (CE)</b>			
Call Management System (CMS)	●	●	⊙
Elite Multi Channel (EMC) (2)	●	●	●
Experience Portal (AEP) (2)	●	●	●
Work Force Optimization (WFO) (2)	⊙	⊙	⊙
Work Force Management (WFM) (2)	⊙	⊙	⊙
<b>Avaya Data Networking</b>			
Ethernet Routing Switch (ERS)	●	●	●
Virtual Services Platform (VSP) (2)	⊙	⊙	⊙
Fabric (2)	⊙	⊙	⊙
<b>Small Medium Enterprise</b>			
IP Office (IPO) (2)	⊙	⊙	⊙
<b>Ecosystem Solutions</b>			
VMware (Enterprise Solution Builder)	●	●	●
Veeam (Backup and Recovery)	●	●	●
Nutanix (Converged Infrastructure) (1)	●	●	⊙
HP (Servers) (1)	●	●	⊙
Dell (Servers and SANs) (1)	●	●	⊙
AVST CX-E (Messaging)	●	●	●
<b>Monitoring and Management</b>			
CRI Insight (Application monitor and management)	●	●	●
Nectar (Application monitor and management)	●	●	●
AppNeta (Network assessment and monitoring)	●	●	⊙

(1) CRI Provided Support with Vendor Hardware Replacement

(2) CRI Managed Project with Professional Services delivered via Strategic Partner

### CONTACT CRI SALES FOR MORE INFORMATION

[sales@crinj.com](mailto:sales@crinj.com) ▪ **1.800.648.0889 option 1** ▪ [www.crinj.com](http://www.crinj.com)