

CRI Application Center FAQ's



Create a “Private UC Cloud” for your enterprise with greater functionality & reliability while lowering costs over traditional deployments

Key Features and Benefits?

- Provides a “Private Cloud” computing environment for the Avaya UC Application Suite & related 3rd party applications
- Preserves all active communications, including voice, video & data in a Fault Tolerant (FT) environment.
- Experience seamless server failovers, application migration & upgrades with zero downtime
- Dramatically reduce costs & increase functionality compared to traditional (N+1) solutions
- Stackable architecture for increased capacity & functionality
- Fully supports Disaster Recovery (DR) configurations
- Ability to add “utility” servers in the stack for beta testing and/or upgrades before migrating to production environment
- Reduces customer's licensing requirements by 50% over traditional (N+1) solutions
- Highly reliable storage technology

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

The CRI **Application Center (AC)** is a general purpose platform or “Enterprise UC Cloud” providing powerful and unique functionality. Today it can serve your Avaya UC needs which includes Avaya one-X, Aura Conferencing and Messaging applications. CRI **AC** can also support 3rd party applications on this powerful platform without having to provide dedicated servers.

All of these applications can be mixed & matched based on the customer needs so there is no “standard” package. Even impressive features like fault tolerance can be selected on an application by application basis while residing on the same CRI **AC**.

What is the CRI **Inclusive Support** offer?

Inclusive Support provides a single contract that can be used 24/7 for any CRI deployed UC application. Including but not limited to, Client Support, Consulting, Knowledge Transfer, Help Desk, and Application Integration.

How does the support offer work with CRI **Application Center**?

Bundled into every CRI **Integrated Server (IS)** and **Application Center** is an inclusive support contract. This eliminates the need to create a new purchase order/invoice to have CRI perform additional professional services. For example, integration to your MS OCS server for click-to-call. Like EZPass, CRI will subtract the hours required to provide the work that the customer has approved. The customer also has the option to “refill” their account when the balance of the contract approaches zero.

How scalable is **Application Center**?

Unlike the CRI **Integrated Server (IS)** offers that have scale limits for the UC portfolio, the CRI **AC** can grow to match the customer's enterprise environment. Another unique feature is the ability to provide true Disaster Recovery (DR) support, using world-class capabilities of VMware & SAN technology, the CRI **AC** can restore your UC applications over to the DR site quickly and without loss.

What are the customer requirements?

Using our **Application Center** planning form – CRI will formally meet & kickoff the project with the customer and/or the Business Partner. The planning form helps gather pertinent customer environment information to successfully stage the product before shipping to the customer location.

After delivery the customer or BP will rack & stack the servers and provide CRI remote access to complete the integration work and perform testing.

The customer is responsible to provide all the Avaya licensing to support these applications. Please refer to the official SOW for a complete listing of what is required for your particular project.

What is the turnaround time?

Currently, 4-6 weeks is the standard turnaround time. There are many variables with each project and expedite fees that may apply if more aggressive schedules are required.

Which verticals would this work best in?

CRI **Application Center** addresses all markets using the following Avaya UC applications.

- one-X Mobile, one-X Portal, AE Services, Presence Services
- Aura Conferencing (MX, CRS, AWC, Web Portal, MS LiveMeeting Adaptor)
- Modular Messaging (MAS, MSS, Web Client Server, Supplemental Server)
- Also Secure Access Link (SAL) along with RedHat & MS OS support .

What is the geographic availability?

Available world-wide

Does Avaya Services support Avaya applications deployed on this platform?

Yes, Avaya supports the applications covered under Avaya Software Support (SS), the same way they support traditional deployments.

How do people engage CRI for pricing, presentations or more information?

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 phone me 732-974-4371