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

IS - CONFERENCING

Initial analysis shows at minimum 50% savings on hardware and implementation costs over traditional multi-server deployments

Key Features and Benefits?
Rapid one day remote Install of core elements
Low budgetary commitment
Single 1U server verses 4 servers in a traditional deployment
Purchase offer includes 3 year Hardware Maintenance
Inclusive Support

What applications are included at this time, and what may be added in the future?
Currently the *IS-Conf* includes Meeting Exchange Enterprise Audio Bridge, Avaya Web Conferencing (AWC), Conference Reservation System (CRS), MS Live Meeting Adaptor, SQL Server, and Web Portal as the core elements. Optional features can be included by utilizing the Inclusive Support hours.

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 this work with CRI *IS-Conf*?
The *Integrated Server* Purchase includes 30 hours. Additional time can be purchased at any time should the customer need to.

How scalable is *IS-Conf*?
The *Integrated Server* scales to 500 ports today on a single *IS-Conf* platform.

What are the customer requirements?
· Fill in the CRI *IS-Conf* Planning Form
  - Provide IP addresses
  - Directory information
  - Other settings depending on customer environment
· Rack and Stack
· Conferencing applications (*licensing provided by Avaya or Business partner additional charges may apply)
· Meeting Exchange Enterprise Licensing information (RFA)
· Resources required for any option integration to customer environment
  - Communication Manager Administrator
  - OCS administrator (If Applicable)
  - SameTime Administrator (If Applicable)

Is there a Proof of Concept option for the *IS-Conf*?
Yes, we have a 60 day trial option.
The *Integrated Server* POC offer includes 20 hrs of inclusive support.

When a POC trial is over what happens next?
After 60 days the customer either ships the *IS-Conf* back to CRI using the pre-paid shipping labels or has the option to either pay for an additional 30 day trial extension

What is the turnaround time?
After the customer planning meeting has been conducted and the contract is signed, the *Integrated Server* can be shipped onsite in approximately 2 weeks for a 1 day installation of the core elements.

What vertical would this work best in?
The *Integrated Server* offer provides a platform for rapid deployment of the Avaya Meeting Exchange Enterprise Edition. This applies to anyone wishing to save costs by utilizing Customer Premise Equipment conference verses an outsource service or where the customer is currently using an outdated CPE conferencing solution.

What is the geographic availability?
North America and Canada are the primary markets. Outside of the US needs to worked on a case by case basis to validate the ability to ship hardware in country.

What is the status of the DevConnect certification?
The CRI *Integrated Server* has been Avaya tested and approved.

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