


































MAINTENANCE & SUPPORT

 Included
 Customizable

CRI CARE SUPPORT OPTIONS:	CRI Care Flex	CRI Care Essential	CRI Care Universal	CRI Care Premiere
	(BOH)	(Hourly SLA)	(Hourly SLA-Multi-Site)	(Traditional Fixed "My Way")
CRI Care NOC/Help Desk/Troubleshooting				
Easy Engagement / No additional PO's required				
Fixed Term		1 Year	1 Year	
Defined Number of Support Hours				Unlimited
Minimum Purchase of Hours Required	10 hours	30 hours	60 hours	n/a
Hours Refillable During Term				n/a
Multi-Site Support Pool (Same Customer)				
Upgradable to next level CRI Care Support				
SLA - Response Time	n/a	24x7 (4hr)	24x7 (4hr)	24x7 (4hr) or 8x5
All CRI Certified Products Supported (exceptions: Upgrades and New Projects)	Refer to List	Refer to List	Refer to List	
Avaya Support Advantage Bundled				
Hardware Coverage				
Onsite Spare Parts Kit				
Software Moves, Adds & Changes				
Software Service Pack & Patch Management				

LIST OF CRI CERTIFIED PRODUCTS FOR SUPPORT:

For an up-to-date list please refer to www.crinj.com Menu of Services

Avaya Aura Core:

Avaya Communication Manager
 Avaya Session Manager
 Avaya System Manager
 Avaya Session Border Controller

SAL
 WebLM
 Utility Services

Messaging:

Avaya Aura Messaging
 Avaya Modular Messaging
 Avaya Message Networking
 Octel 250/350
 Octel 200/300
 Esna

Unified Communications:

Avaya AES
 Avaya Presence
 Avaya CES
 Avaya ACE
 Avaya One-X Speech
 Avaya One-X Mobile
 Avaya One-X Portal

Conferencing:

Avaya Aura Conferencing
 Avaya Meeting Exchange