



INSIGHT

CRI INSIGHT



As communications environments become more multifaceted and complex, so too does the need for highly visible and cohesive management. Achieving this has traditionally required numerous management tools leading to disparate and often conflicting information about the systems being managed.

CRI Insight is a market driven, innovative service that cohesively delivers proactive management across multi-vendor communication applications. It's a hosted service that instantly adds value. It's flexible and requires no infrastructure so you can get up and running quickly without any capital outlay.

Benefits

Reduce Risk: Identify issues before they create unnecessary business impact.

Focus Staff: Automate manual and repetitive tasks so your IT staff can focus on making decisions, rather than gathering data from disparate sources.

Optimize Assets: Get more out of your IT resources and avoid unnecessary purchasing of hardware, licenses and network.



WHAT IS CRI INSIGHT?

Availability Manager

Availability Manager increases application uptime. It goes beyond alarm monitoring – automatically performing corrective actions which greatly enhance availability.

Availability Manager includes an ever-growing knowledgebase which links known problems with proven actions to quickly prevent business interruption. Availability Manager resolves 90% of issues without human intervention, reducing repetitive engineering effort, while increasing systems availability.

Configuration Manager

Configuration Manager provides a real-time view of your unified communications assets, providing valuable data for asset tracking, design and planning.

Manually gathering configuration management data is time consuming, costly and quickly becomes out of date. CRI Insight automates this function by continually collecting asset information and presenting it in a relevant and easily understandable Configuration Management Database (CMDB). It also includes As-Built Schematics which provide always up to date information as a graphical presentation of your unified communications networks.

Capacity Manager

Capacity Manager provides real-time and historical capacity information of systems enabling you to forecast system resource needs.

Capacity reports are aggregated from multiple sources then simplified into an easily understood graphical format. Capacity Manager delivers a valuable insight into hardware and software assets, network usage, internal resource utilization and individual component performance.

Continuity Manager

Continuity Manager assists with rapid systems recovery in the event of a catastrophic failure.

Continuity Manager regularly collects and stores vital back up data which can be used as part of the recovery process. Configuration data is held in our securely hosted facility and can be easily retrieved through the CRI Insight portal.

Change Manager

Change Manager maintains a common view of system changes. Although communications administration applications hold change logs, Change Manager allows you to capture all changes through a single tool.

Change Manager is the perfect tool for audit purposes and problem resolution. And because Change Manager works across multiple vendor applications it reduces engineering time and complexity when capturing change information.

Release Manager

Release Manager mitigates risk by managing software version control. Release Manager includes a configurable Definitive Software Library storing the latest releases from the manufacturer.

Any variations between the Definitive Software Library and the CMDB are then reported to you via the Service Desk Portal. Release Manager also ensures you are appropriately resourced with the correct versions of software to quickly restore service in the event of catastrophic outage.

Service Desk

Service Desk is CRI Insight's centralized interface for communication, escalation, reporting and customer interaction.

Using Service Desk you can perform user administration, communication, SMS and email notification, reporting, and submit on-line service requests.

Voice Quality Management

Voice Quality Manager monitors and reports on the clarity of audio of calls across distributed networks. It also isolates components of a network which are causing poor voice quality.

Voice Quality Manager is a critical tool for converged networks as poor voice quality, echo, or distortion, are commonly reported problems by end users and can be very difficult to isolate.

ABOUT | CRI INSIGHT

CRI delivers innovative real time applications for Unified Communications, Service Management and Contact Centers internationally.

CRI is the premier VMware virtual solutions and Unified Communications specialist. Established in 1990, CRI has a wealth of experience in the messaging industry and has grown from an Octel based messaging company into a world class professional services organization for Unified Communications. CRI is also the industry leader in virtualizing UC, we are repeatedly first to market with cutting edge solutions, solving real problems in real time.

CRI's cornerstone is that we innovate in real-time, reflecting on market needs and customer demands. Innovation is different from improvement in that innovation refers to the notion of doing something differently rather than doing the same thing better.

We work hard to simplify the complex, get to know us today!

Supported Products

Avaya	Communication Manager, Application Enablement Server, Aura Messaging, Modular Messaging, Session Manager, Call Management Server, Session Border Controller, System Manager, Elite Multichannel, Experience Portal, Interaction Centre, Operational Analyst, Proactive Contact, IP Office
Virsa	Contact Centre
Nortel	CS1000, Call Pilot, Symposium
Cisco	Call Manager, Data Products
Foundry	Data Products

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