



CRI Managed Services

Monitor, diagnose, and resolve mission critical communication issues

Focus on your core business while CRI Managed Services provides continuous remote monitoring of your communications environment. CRI will eliminate the noise and address real issues while reducing the risk of downtime events and associated costs.

Offer Highlights

- Enhanced monitoring and reporting via CRI Insight*
- Full coverage of your environment – from Core to endpoint
- Dedicated engineering resources 24x7
- Escalation manager on-call 24x7
- Convenient per endpoint pricing
- One, three, or five year terms billed annually

CRI Services Value

- 35 years of experience supporting Enterprise communications
- Global coverage
- Former Avaya Tier 3/4 engineers, data networking and virtualization experts on staff
- All US based employees

Standard Service Level Objectives

- 2-hour alarm response
- 4-hour corrective action
- 24x7 Coverage
- Customizable to meet your requirements

Supported Environments

- Avaya premise based
- Avaya Hybrid premise / cloud
- CRI Enterprise Application Center platform
- Microsoft Teams and Genesys (notification only)

CRI MS Add-on Options

- Block of Hours (BOH) for MACD and testing
- Quarterly Patching
- Yearly Health Check
- Certificate Audit and Management
- Release Management

* Powered by Virsae

For more information

- Visit the CRI website at <http://www.crinj.com>
- Contact Mark.Weber@crinj.com (732) 974-4370