



Requirements:

Installation of a centralized 2,000 user Modular Messaging/MSS solution with Disaster Recovery

Solution:

- Centralized Modular Messaging with Survivable Modular Messaging. 17 servers deployed between the two nodes and a Lab VMD.
- CRI Hawk to monitor the Voice Mail Domain
- CRI Help Desk for support the large deployment and CRI Hawk alarming
- CRI Patch Service to assure the servers are being updated and tested

Benefits:

Customer received the solution they requested. Partner and CRI sold a wrap around, supplemental support agreement to provide the customer the value added solutions they wanted to assure the complex design is properly supported beyond the services found in a traditional Avaya Support agreement.

Working together to be THE Solution