



CRI  
First in  
Industry

**-Partnering for Success-**

## **MM/MSS Custom National Deployment**

### **Requirements:**

- Migrate 82 Serenade Systems and 32,000 users in less than 6 months
- Maintain access to voice mail network during migration
- Maintain access to over 1000 distribution lists
- Central Administration
- Engage Client's IT team to insure all security and best practice requirements are incorporated into the design

### **Solutions:**

- MM with MSS
- MN Enterprise Server
- Custom Centralized Administration solution developed by CRI leveraging Unimax MBX Manager solution, including centralized access to all MM's for subscriber options
- Avaya SSG
- CRI DB Miner - a custom solution which polls legacy Octel systems and creates a master DB of all data. The application allows for queries of the data providing instant information on users, feature utilization and other important information vital to a successful migration, including scripting of file imports for MM/MN
- CRI developed custom GPO and network routing/utilization plan with clients IT team. Also tested integration of MM into the existing security, monitoring and patching tools.
- CRI Staging Lab provided "turn-key" systems to each job site and high level QC
- CRI engaged Avaya Global Services to conduct onsite coverage

## **Benefits:**

- Met the customers schedule for the entire project and maximized the ROI opportunity. Zero (0) Delay Cuts
- Avaya MM beat out the competition technically and on ROI
- Minimal impact on the 32,000 users requiring only help desk support for training
- Customer has access new Modular Messaging features ( Find-Me)

**Working together to be THE Solution**