



# EQuilibrium™

Providing High Availability for Multiple Application Server Environments



## APPLICATION BRIEF

INI EQuilibrium™ 2.0, an innovative and exclusive software product from INI, adds robust management of multiple application servers directly to the Avaya Aura® Experience Portal and Avaya Voice Portal platforms.

EQuilibrium creates an elegant, end-to-end uptime environment that meets a company's needs for flexibility, reliability and scale. EQuilibrium integrates seamlessly with the portal, extending to the application server connections the failover that the portal provides to telephony connections. This eliminates the need for network load balancers.

EQuilibrium is a small, Avaya DevConnect certified application that easily installs on the Avaya portal, integrating directly into the Avaya administrative menu structure, giving the portal administrator complete control of the application features.

As a software solution, EQuilibrium eliminates the need for costly hardware options that complicate the portal design, present a significant point of failure, and require network engineering team assistance for configuration and maintenance.

### INI EQuilibrium Benefits

- Eliminates the need to procure, configure, and maintain additional hardware
- Minimizes service interruptions, providing end-to-end uptime
- Provides application server aware load balancing and application dispatching
- Centralizes administration with the portal administrator
- Eliminates the need to engage the networking team
- Does not interfere with IVR applications
- Polls application servers for status—only dispatches requests to application servers that are available

### Features

- Manage multiple application servers
- Define application server "clusters" (subsets of application servers)
- Dispatch application requests in ordered, round robin, or random fashion
- Place an application server into a "maintenance state" to perform service or updates without interrupting service
- Administer application directly from the Avaya portal menus
- Generate alarms when application servers go in or out of service

### Considerations and Requirements

- Requires Avaya Voice Portal 4.1 or later/ Experience Portal
- Installs directly on the VPMS or EPM and MPPs
- Designed to be installed by any organization familiar with Avaya Voice Portal/Experience Portal installation and configuration
- INI offers implementation support for EQuilibrium (not required)
- Please consult with INI for situations requiring mutual authentication

## INI Equilibrium™

### Why Equilibrium is Unique

Equilibrium is effectively a “traffic cop.” The initial page fetch (request) is directed to the local Equilibrium dispatcher that redirects the request to an appropriate and available application server.

Unlike a generic load balancer that remains in the path as a proxy, Equilibrium is simply a dispatcher—it directs the initial page fetch and it is out of the path. An unlikely failure of Equilibrium can never affect calls in progress. Equilibrium does what is really needed and does so simply and elegantly.

The product integrates seamlessly into the Avaya Voice Portal/Experience Portal and is designed to work in any environment requiring more than one application server.

Equilibrium adds its menu options to any user with the administrator role. These options allow an administrator to define the universe of known application servers.

The administrator can also define one or more “clusters” (subsets of application servers) to be used by an application. A cluster has a dispatch strategy—ordered (application servers are chosen in a strict fixed sequence defined by the administrator), round robin, or random. Equilibrium maintains a heartbeat with the application servers in each cluster and only dispatches requests to an application server that is available. When application servers change state, alarms are generated so that the administrator can be aware of the status of the application servers.

Additionally, Equilibrium allows an administrator to place an application server in a “maintenance state,” effectively blocking it from taking additional calls until it is placed back online. This makes it easy to perform application server operations such as system reboots, upgrading software components, running performance affecting backups, etc.

All of this is accomplished with software that installs directly on the Voice Portal/ Experience Portal servers (VPMS or EPM and MPPs) with no additional hardware.



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## Interactive Northwest, Inc. (INI)

### A tradition of excellence

Interactive Northwest, Inc. (INI) was founded in 1992 to provide custom communications solutions built upon leading IVR and telephony platforms. INI was one of the first companies to provide combined expertise in network and host connectivity, database integration and telephony networks needed to deploy advanced communication solutions.

INI grew out of a successful VAR business established in 1986 to sell and support AT&T's first data products, with an emphasis on voice messaging and voice processing services.

Today, the company is recognized for its expertise in voice response, speech recognition, CTI, security and SIP. Its devotion to quality and customer satisfaction is reflected in a track record of successful implementations in a variety of client environments.

INI's software products and services address the complete life cycle of self-service implementations—from solution design and project management to interface development and test, deployment, documentation, training and ongoing support.

The company's differentiation lies in areas critical to the success of self-service systems: deep technical expertise in the underlying technologies—networking, operating systems, database integration and computer telephony; a recognized talent for natural end-user dialog design that leads to a better experience for the caller; and a disciplined, highly tuned project management process that ensures successful completion of the most complex projects on time and in budget.

INI has leveraged this expertise to create innovative, standards-based tools that augment platform products. In addition, it has developed several database integration tools and speech-recognition system tuning approaches that speed implementation and ensure the highest possible quality.