

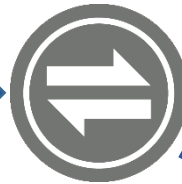


INI Equilibrium™ Use Case

Ensure High Availability for your Avaya Aura® Experience Portal Application Servers



Application Requests



INI Equilibrium™

Audits application servers, provides the MPP with real-time status, and informs it to dispatch or re-direct appropriately.

Application Server



Application Server



Application Server



Incoming calls make requests to the Avaya Media Processing Platform (MPP).

OUTCOMES:

End-to-End Uptime



Centralized Administration



High Availability

SCENARIO: A very busy contact center with multiple application servers needs an easy-to-manage way to ensure high availability, even if a server should go down.

CHALLENGE: Load balancing systems are expensive, complicated, and are usually managed by network IT. Dispatching requests to failed servers risks service interruptions, and should be avoided. For a business, even 99% uptime means 3.65 days of lost revenue per year.

SOLUTION: INI Equilibrium, which sits outside the path and can be administered directly from the Avaya Aura® Experience Portal Manager (AAEP), continually provides the MPP with the status of the application servers, and sends alerts about issues without affecting calls in progress. It ultimately ensures requests don't go to down servers.

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