AudioCodes

Cloud Resilience Package

CRP
Survivability, Quality and Security for Cloud-based & Hosted Communications

AudioCodes' Cloud Resilience Package (CRP) solution enhances cloud-based or hosted communications environments by ensuring survivability, high voice quality and security at enterprise branch offices and cloud service customer premises. **CRP** is designed to be deployed at customer sites and branches of:

Cloud-based or hosted communications networks	Cloud-based or hosted contact center services	Distributed PBX or unified communications deployments

CRP is available as a software option for AudioCodes field-proven CPE media gateway and multi-service business router (MSBR) hardware platforms.

Supported platforms

Mediant 500

Mediant 800

Mediant 1000
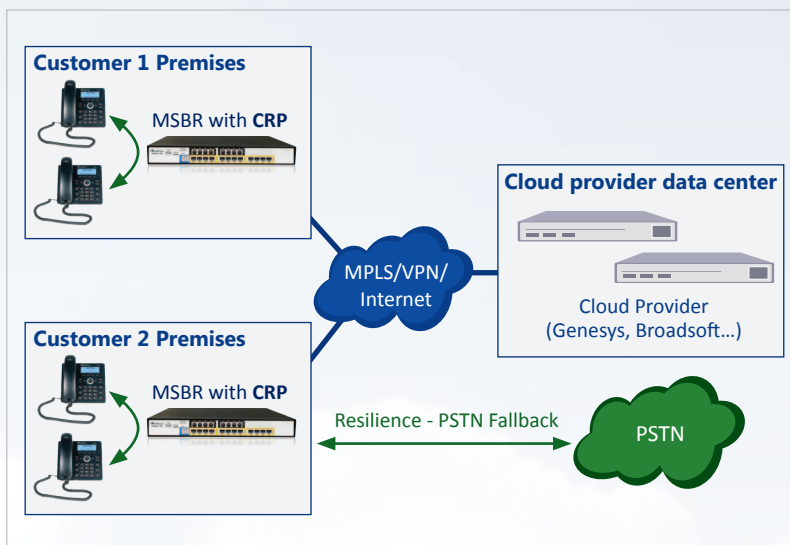
Mediant 4000

Key features

Survivability	Quality of Experience/Service	Security
• PSTN fallback*	• QoE monitoring	• Layer 3 to 7 protection
• WAN redundancy	• Call Admission Control	• Media encryption
• Local mode	• SLA fulfillment	• Call control encryption
• High availability*	• SIP mediation	• NAT traversal
• Emergency calling (E911)	• Media transcoding	• Topology hiding
	• Test call agent	

* Availability dependent on hardware platform

Benefits for Cloud Providers

Cloud-based communications services are becoming increasingly popular with businesses looking to benefit from advanced data and voice communications, while maintaining control over capital and operating expenses. CRP ensures uninterrupted communications in the event of lost connection with the cloud providers' control systems and thus alleviates concerns of businesses considering a move to the cloud.
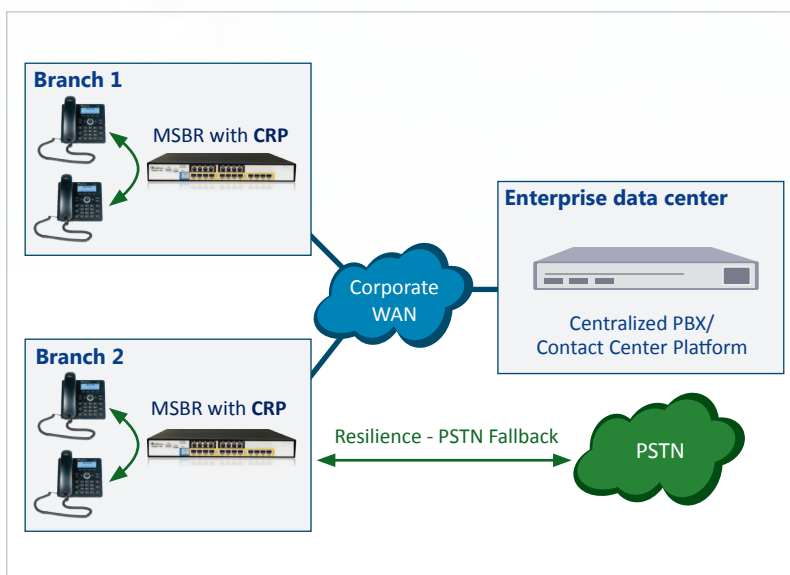
• Attract more customers with a reliable and secure service
• Prevent churn - less outages will encourage customers to remain
• Rapid identification and resolution of network and service issues via QoE monitoring

Customer 1 Premises
MSBR with **CRP**

Customer 2 Premises
MSBR with **CRP**

MPLS/VPN/ Internet

Cloud provider data center
Cloud Provider (Genesys, Broadsoft…)

Resilience - PSTN Fallback

PSTN

Benefits for Distributed Enterprises and Contact Centers

CRP is an essential solution for enterprises deploying geographically distributed communications solutions or distributed call centers with many branch offices. CRP ensures the delivery of internal and external calls even when the connection with the centralized control servers is lost.

• Add resilience to remote sites in a centralized communications architecture
• Enable internal and external calling (including emergency calls) during WAN outages
• Reliably and securely integrate branch offices
• Monitor call quality and bandwidth utilization over corporate VPN and enforce policies
• Deliver calls to available contact center agents when connection with central servers is lost

Branch 1
MSBR with **CRP**

Branch 2
MSBR with **CRP**

Corporate WAN

Enterprise data center
Centralized PBX/ Contact Center Platform

Resilience - PSTN Fallback

PSTN

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