

# Mitel Software Assurance and Support

## Protect and Enhance the Long Term Value of Your Mitel Solution

### Key Features

- Stay Current: keep up-to-date on Mitel's software releases and take advantage of new functionality and expanded interoperability
- Reduce Risk: address system issues through software updates and support from Mitel's highly skilled technical resources through your Mitel authorized partner
- Be Proactive: Mitel's Fault and Performance Management application, enables early identification and resolution of critical and major issues

### Key Services

- Mitel Technical Support
- Bug Fixes
- Entitlement to Software Releases
- Entitlement to Fault and Performance Management Application



Every day, Unified Communications and Collaboration (UCC) and Contact Center solutions help businesses run more efficiently. At the same time, technologies are evolving to add even more value and integrate more tightly with the business. By making sure these solutions continue to work as intended, organizations protect both their investments and client relationships. By keeping these solutions current, organizations can take advantage of the latest feature capabilities to enhance communications and business processes to better serve clients.

As the foundation and to complement Partner and Mitel customer care, Mitel offers Software Assurance and Support (Software Assurance) services. These services

isolate, replicate and resolve complex technical issues that may come up in operations, engage product development for bug fixes when needed, and provide access to software releases to stay current. Only the vendor can provide these essential services.

Mitel Software Assurance is available for MiVoice, MiCollab, and MiContact Center software platforms and applications and associated hardware/ firmware, such as Mitel telephones and controllers. Subscriptions are available with Standard 8x5 or Premium 24x7 coverage.

## Mitel Technical Support

When you have critical or major issues that can't be solved, Mitel technical support experts will join forces with your care provider to drive issues to resolution. These experts apply deep technical knowledge to collect system data, replicate and isolate faults in a lab environment, validate configuration changes, point out third party product integration challenges, or engage Mitel product development when needed. The Mitel Support Team consistently delivers excellence in service through best practices based on the ITIL Framework, with regional accreditation to ISO20000 and ISO27001. Authorized visitors have access to the Mitel Knowledge Base managed by this same team.

## Bug Fixes

When product defects are suspected, Mitel product development is engaged to isolate the fault at the design/code level and either recommend a configuration modification or build a bug fix (patch) that will be applied to your unique system configuration.

## Entitlement to Software Releases

Gain access to major and minor software releases so that you can upgrade your solution as new features are developed and to complement other Software Assurance services. For proactive customers, staying current ensures they can maximize their business value by using the latest features, integrate more closely with their applications and business processes, and reduce security vulnerabilities.

## Entitlement to Fault and Performance Management Application

When you need critical and major technical issues to be resolved as quickly as possible, Mitel's Fault & Performance Management application enables your Customer Care provider to be proactive in identifying and resolving these issues. The Premium Software Assurance offer includes a license entitlement to a Fault and Performance license that can be easily enabled for your environment, be connected to your Care provider's service team, and will raise alarms when an issue occurs. When an issue occurs, it will generate alerts for you and provide you with a



real time portal to view your system performance. It operates via a secure connection, which also provides remote access capability to connect to administration utilities on your Mitel systems.

## Coverage Options

Mitel Software Assurance subscriptions are offered via Mitel authorized Partners and as part of Mitel customer care support services. The Standard offer covers normal business hours (8 hours x 5 days per week) while the Premium offer expands Standard to continuous coverage (24 hours x 7 days per week). The Premium offer also includes a license entitlement for Mitel's Fault and Performance Management application.

Standard 8x5 Software Assurance is initially included with the purchase of new Mitel software products for a period of 90 days, aligned with the warranty terms of the software. For customers needing coverage during normal 8x5 business hours, they can subscribe to Standard Software Assurance before their Mitel Warranty or current contract expires.

For customers needing continuous 24x7 coverage, they should subscribe to Premium Software Assurance as part of their solution purchase.

## Flexible Purchase Options

### SUBSCRIPTION TERMS

One to five year subscriptions can be purchased. Subscription dates can be aligned to your business needs – for example, with your budget cycles or your provider support agreements.

### POINT OF SALE

A Software Assurance subscription can be purchased along with your new Mitel product solution.

### RENEWALS

The option to extend Software Assurance at any point prior to the expiration date.

### RE-ENLISTMENT

If coverage has expired, there is the option to re-enlist in the program at any time to reinstate coverage and take advantage of new product features and releases. Re-enlist fees may apply.