



PROGRAM BENEFITS

- **Stay Current:** keep up-to-date on Mitel's software releases and take advantage of new functionality.
- **Reduce Risk:** address system issues through software updates and support from Mitel's highly skilled technical resources through your Mitel authorizedPARTNER.
- **Life Cycle Cost Certainty:** budget more efficiently and help realize long-term investment protection in your UC solution.
- **Comprehensive Coverage:** applies to the entire Mitel solution. Mitel's technical support can provide 24/7 service and is global for organizations around the world.

Mitel Software Assurance and Support

Protect and Enhance the Long Term Value of Your Unified Communications Investment

In today's workplace, Unified Communications (UC) is a critical operational system and IT asset. By keeping UC applications current and fully operational, customers can protect the value of their investment in the technology and take advantage of the latest capabilities to enhance communications for their organization and in serving clients. The successful deployment and ongoing operation of a unified communications and voice solution can be significantly enhanced with access to the vendor's technical support capability and online resources.

Mitel® Software Assurance and Support is recommended for customers to help optimize the performance and value of their Mitel Unified Communications (UC) solution. It delivers excellence in software support providing access to software updates, new functionality, and ensures the Mitel authorizedPARTNER is backed by Mitel's highly skilled technical support resources.

Comprehensive Coverage

A Mitel Software Assurance and Support subscription is included with the purchase of new Mitel software products, aligned with the warranty terms of the software. Coverage can be extended beyond the initial term through the purchase of annual subscriptions from your Mitel authorizedPARTNER, or it may be integrated with their service offerings.

A Mitel Software Assurance and Support (SWAS) subscription provides access to software updates and upgrades¹, new functionality and enables access for your Mitel authorized PARTNER to Mitel's technical support resources. In addition, coverage is comprehensive to include firmware updates and technical support coverage on Mitel hardware associated to the software solution, such as Mitel telephones and Mitel 3300 controllers².

Two levels of support are provided – Standard SWAS provides technical support coverage during normal business hours on weekdays, and Premium SWAS extends technical support coverage to 24/7.



Mitel Software Assurance and Support subscriptions are available on the following Mitel UC software platforms and applications:

- Mitel Communications Director
- Mitel 5000 Communications Platform software
- Mitel Applications Suite, including all integrated applications
- Mitel Unified Communicator® Advanced and Mobile
- Mitel NuPoint Unified Messaging™ (UM)
- Mitel Contact Center Solution³
- Mitel Enterprise Manager
- Mitel Border Gateway
- Mitel Secure Recording Connector
- Unified IP Client (Sun solution)
- Mitel TeleCollaboration Solution

¹ Does not include repair service or extended hardware warranty – available separately.

² Labor and installation is not included on software upgrades and updates.

³ Per Mitel Contact Center Solution support program.

Flexible Purchase Options

Subscription Terms – In addition to one-year extensions, multi-year extensions can also be purchased at a discounted subscription rate. Subscription dates can be aligned to your business needs – for example, with your budget cycles or maintenance contracts.

Point of Sale – for all new sales, Software Assurance and Support extensions can be purchased along with the product.

Renewals – the option to extend Software Assurance and Support 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.

Online and Collaborative Resources

Mitel provides online information and supports social networks and communities to provide richer customer support, information and stimulate collaboration. This also provides a way for Mitel to evolve its products and services based on input from customers and partners alike.

Online social communities – (Twitter: @mitel, LinkedIn: mitel.com/linkedin, Facebook: facebook.com/mitel.networks) – interact with Mitel and our online communities for news, updates and discussion.

Information Sources – (Blog: mitel.com/freedomblog, YouTube: youtube.com/user/MitelVideos, MitelTV: www.mitel.tv, RSS Feed: see mitel.com) – see tutorials, opinion and customer experiences online by Mitel and guests, see what's new and relevant on Mitel and the industry.

Mitel User Group (mitel.com/usergroup) – the Mitel User Group is a worldwide organization that contains regional sectors, to provide its members with a forum to share and exchange information, and communicate ideas and experiences relating to Mitel platforms, applications, services and third party solutions.

Mitel Knowledge Base – Authorized visitors have access to the Mitel Knowledge Base managed by the Mitel Technical Support Network of professionals who post technical information and support best practices.

Strengthening Customer Value

Through Mitel Software Assurance and Support and other online resources you can strengthen the value of your investment in a Unified Communications solution from Mitel, with a focus on generating financial, operational and strategic returns:

Financial ROI – Reduce risk by ensuring life cycle cost certainty and investment protection for long-term supportability.

Operational ROI – Deliver ongoing service improvements, whether it be higher system availability or new functionality, and help realize company wide productivity and efficiency gains.

Strategic ROI – Ensure your business has a competitive edge with access to the latest software updates and new Unified Communications functionality.

Rest assured that the value and return on your Mitel Unified Communications investment will continue for years to come.

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For more information on our worldwide office locations, visit our website at www.mitel.com/offices

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