

# Mitel Enterprise Support

## Software Optimized Support for Today's Business Communications

### Key Features

- Proactive: We act on many service affecting alarms before you are aware of them
- Embedded: We use diagnostics and tools inside your solution to quickly isolate and resolve problems
- People-Driven: Leverage Mitel experts
- Flexible: Plans that let you opt-in to onsite escalation and hardware replacement

### Key Services

- Remote Customer Support
- Fault and Performance Monitoring
- Optional Onsite Support
- Optional Hardware Replacement
- Choose from 8x5 or 24x7 Coverage



The more you use your Mitel solution to help drive your business success, the more you need a great support organization behind that solution. Mitel is leading business communications with virtualized, cloud and software-oriented solutions. At the same time, our customers are embracing Unified Communications (UC) and mobile integration and are finding new ways to evolve customer experience and efficiency in their contact centers.

The Mitel Enterprise Support team knows how our customers use their solutions. We are the front line experts who keep your systems in operation and minimize your IT costs when you need help. Mitel experts use a proactive approach to drive issues to resolution

using monitoring technology and diagnostic tools and procedures developed over decades of supporting Mitel customers. Mitel's Enterprise Support team is backed by our Software Assurance team that resolves complex technical issues and provides access to software content.

Mitel Enterprise Support is available for MiVoice, MiCollab, and MiContact Center software platforms, applications and hardware.

## Remote Customer Support

When your new solution is deployed, Mitel will introduce you and your Partner to our Support services. During operation, many major issues come to us as alarms from our Monitoring service. If you find a problem and call in for help, we will prioritize it for troubleshooting. Either way, Mitel support experts leverage a suite of diagnostic tools to isolate and resolve your problem. These tools run in your systems and our operations center to keep a history of key operating parameters as well as enable advanced diagnostics. Most problems are resolved remotely with onsite response\* as needed. If the problem is complex, then we work to resolve the problem with the Mitel Technical Support team provided under your Software Assurance contract. If the problem is isolated to a third party system or interface, then we will assist you to work with the third party. (\*An optional Mitel or Partner service)

## Fault and Performance Monitoring

To stay ahead of issues, speed up issue resolution and help reduce your IT support workload, Mitel monitors your solution. We set alarm thresholds and once an alarm condition is detected, it automatically routes to our technicians. Alarms help us predict when your system load might become service affecting so your partner can add more capacity such as CPU, memory, disk or trunks. Other alarms trigger on lack of system/device reachability or sustained low voice quality. Our monitors are always connected to your solution.

## Onsite Support (Optional)

When attempts to resolve the incident remotely have not been successful, or when a major incident requires that a system component be replaced, Mitel will send a technician onsite to isolate or resolve any software incident and/or remove and replace defective parts\*\*. Alternatively, your Partner would provide this onsite support. (\*\*If subscribed)

## Parts Replacement (Optional)

Where a covered Mitel system, module or device is found to be defective, Mitel will replace the part. Replacement parts are typically shipped next business day.

## Moves, Adds and Changes (MACs)

You can request Mitel to remotely configure your system, move a user from one device to another, add users, or change user features. We will first coordinate licensing with your Partner.

## Coordination of Upgrade Services

When a problem has been fixed in a patch or software update, the Support team will recommend that you upgrade or apply the patch. The Support team will assist you to coordinate your upgrade.

## Coverage Options

Enterprise Support subscriptions are offered via Mitel authorized Partners, available with Standard 8x5 or Premium 24x7 coverage. You can choose to cover software only or software with parts replacement and whether you want remote only services or remote with onsite escalation. MACs and upgrade services for a major release will incur additional charges. Software Assurance at the same subscription level is required.

## Flexible Purchase Options

Enterprise Support is best purchased along with your new Mitel product and Software Assurance subscription. One to five year subscriptions can be purchased with the Contract date aligned to your business needs.

Enterprise Support and Software Assurance subscriptions should be renewed prior to the expiry date. If coverage has expired, there is the option to re-enlist in the program at any time to reinstate coverage.