

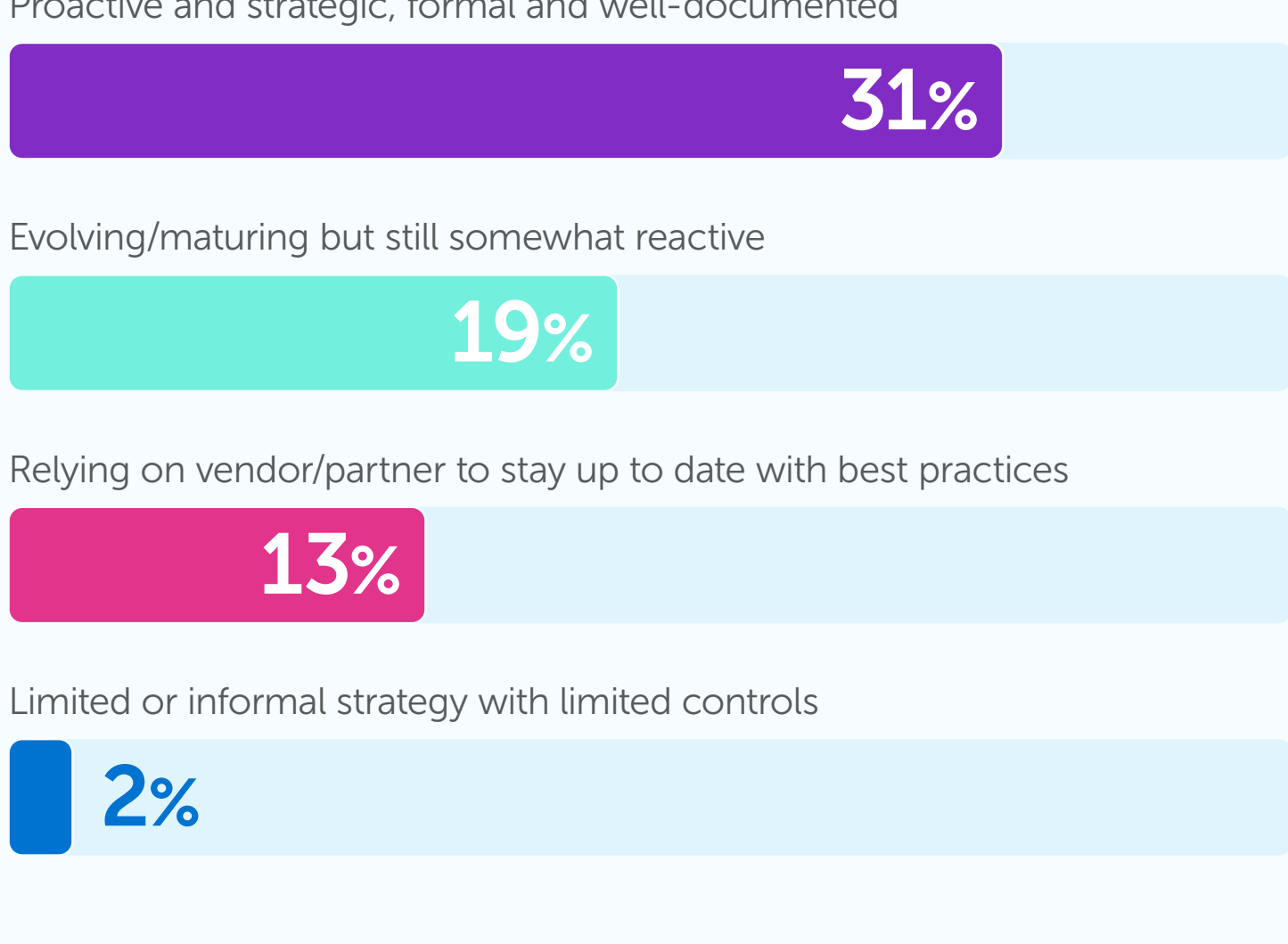
The Real Cost of Lapsing Software Assurance

How are organizations across diverse industries (healthcare, manufacturing, education, government, financial services, and others) managing communications infrastructure security, resiliency, and lifecycle planning? What are their operational and security concerns?

Gatepoint Research surveyed 96 executives*, capturing varied perspectives from both senior leadership and hands-on technical roles on communications strategy, cybersecurity preparedness, software assurance coverage, and risk management.

Security Strategy Specific to Communications Infrastructure

Most organizations (66%) have a defined security approach, either aligning communications security with broader IT cybersecurity programs or pursuing a proactive, formal strategy.



Concern Level About Potential Disruptions/Downtime Caused by Software Vulnerabilities or Unpatched Systems in Communications Platform

Nearly the same percentage of respondents with a defined security strategy (70%) are very or somewhat concerned about vulnerabilities in their communication platform. Only 19% believe they do not face significant risk.



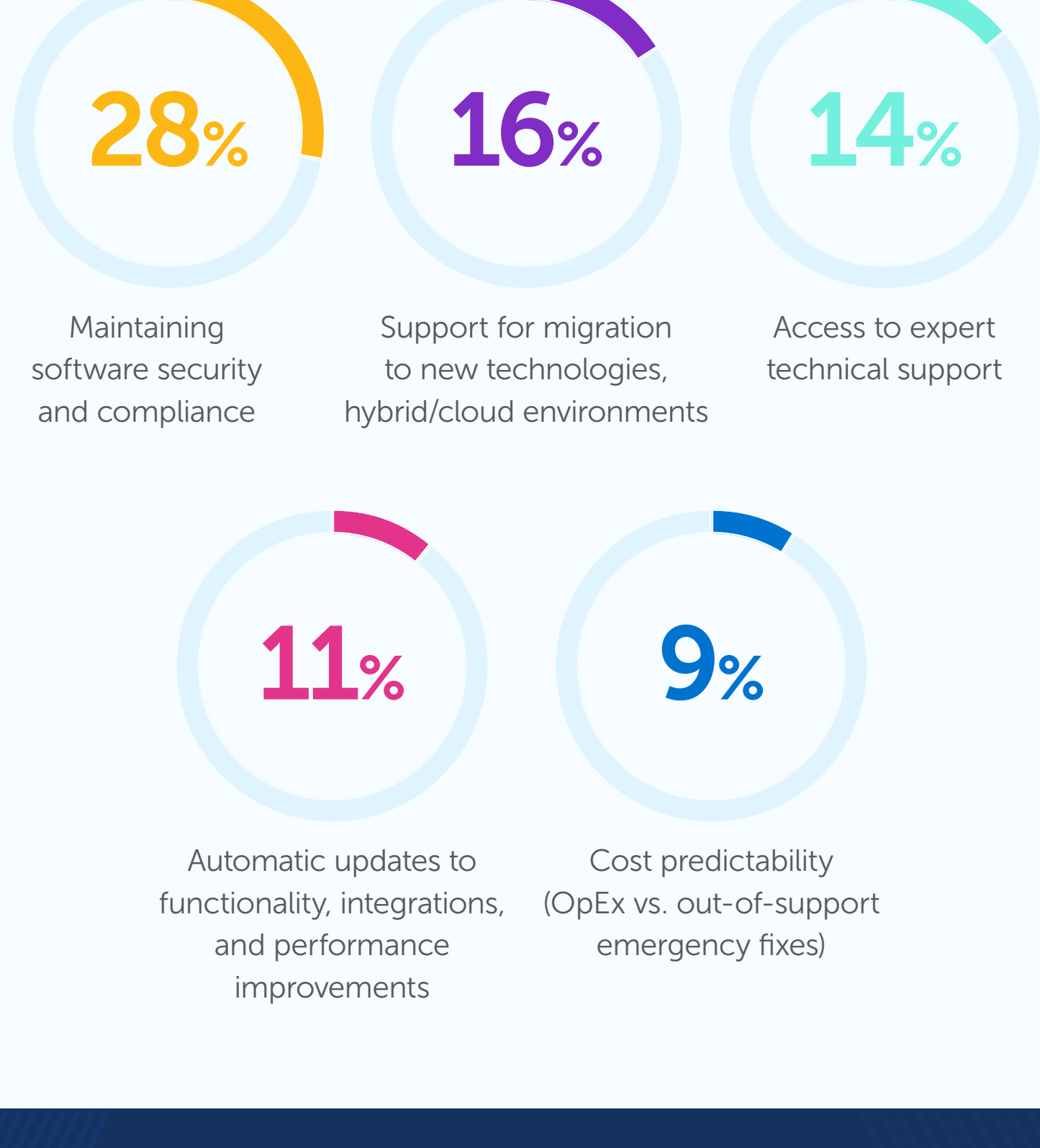
Consequences That Would Be Most Concerning After a Critical System Failure or Cyberattack if Mitel SWA Coverage Expired

Operational disruption is the primary concern, while financial exposure from emergency repairs and remediation delays are also major worries, highlighting the business impact of losing support coverage. These concerns align with the 70% who are very or somewhat concerned about vulnerabilities in their communications environment.



Top Five Drivers for Renewing or Expanding Software Assurance Agreements

Security and compliance are the primary motivators, while support for technology transitions and access to expert technical support are also significant drivers.



STAY PROTECTED. STAY PREPARED.

Companies are highly aware of and concerned about security and compliance issues.

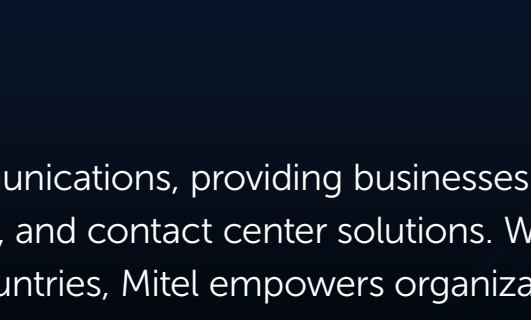
The majority recognize the need to develop strategies to mitigate risk, but it's important that they also recognize that software assurance helps protect them. Talk to your Mitel Partner to find out how SWA protects you.

LEARN MORE ABOUT YOUR SWA COVERAGE

Research conducted by:



Research sponsored by:



About Mitel

Mitel is a global leader in business communications, providing businesses with advanced communication, collaboration, and contact center solutions. With more than 70 million users across over 100 countries, Mitel empowers organizations to connect, communicate, and collaborate seamlessly, with the flexibility and choice they need to thrive now and in the future. Learn more at mitel.com.

LEARN MORE

* Survey respondent base included:
16% Who are CxO
5% Vice presidents
37% Directors
42% Senior or department managers