



# Mitel Software Assurance

Protect and Enhance the Long-term Value of Your Mitel Solution



## Software Assurance

Keep **up-to-date** on latest software and features

**Proactive** fault reporting & performance analytics – MPA

Case management & skilled technical **support** resources

**Security** risk management – Mitel issued fixes

Maintain **compliance** to network standards & open interfaces

### Every day, your employees rely on communications, collaboration and contact center solutions to help drive the continued growth of the business

Just like your business, communications technologies are evolving all the time to enable even more value and integrate more tightly with business tools your employees utilize every day. This is why keeping your Mitel solutions current is vital to the organization.

In addition to access to the latest capabilities that were designed to enhance the ways organizations connect with others, Mitel Software Assurance enables your organization to also benefit from software concurrency, ongoing standards compliance, security fixes, access to online training, and proactive performance monitoring of your Mitel systems, so that any potential situations can be controlled in advance, rather than responding to it after it has happened.

### Mitel Software Assurance

Mitel Software Assurance was designed to complement your Mitel authorized provider's service offers, giving you the security of staying current with the latest functionality and innovations delivered for the Mitel solutions. Software Assurance provides access to the latest software releases and vendor support via your Mitel trained and authorized partner.

Software Assurance is required for continuous access to applications such as MiVoice Office Mobile Application (for MiVoice Office 400), CloudLink chat for MiCollab<sup>1</sup> and Contact Center Messenger for MiContact Center Business. These applications will no longer be operational if your Software Assurance subscription expires.

Mitel Software Assurance is available for MiVoice communication systems as well as other related Mitel products, such as MiCollab and MiContact Center.

### Entitlement to Software Releases

Keeping your solutions current helps ensure the business can maximize the business value of Mitel products through access to the latest features, integration updates to business applications and processes, and reduce security vulnerabilities.

### Mitel Technical Support

If you encounter issues that cannot be resolved by your Mitel trained and authorized partner on their own, they can contact Mitel technical support experts to join forces and ensure issues are driven to resolution. Mitel support experts apply deep technical knowledge to collect system data, replicate and isolate faults, validate configuration changes, point out third party product integration challenges, or engage with Mitel product development teams when needed. The Mitel support team consistently delivers excellence in service through best practices based

<sup>1</sup> CloudLink chat for MiCollab is also required for MiTeam Meetings on MiCollab.



on the ITIL Framework, with regional accreditation to ISO20000 and ISO27001.

## Coverage

There are two options for Mitel Software Assurance that offer different levels of support and service:

### Standard Software Assurance

Standard Software Assurance is the base software assurance program that includes 8x5 access to technical support, as well as software patch updates, hot fixes, and entitlement to major software releases.

### Premium Software Assurance\*

In addition to everything in the Standard subscription, the Premium subscription includes 24x7 technical support, access to online training, and Mitel Performance Analytics (MPA), a software tool helping to proactively monitor and analyze

| Features and Entitlements  | Standard Level | Premium Level |
|--|----------------|---------------|
| Entitlement to new major Software Releases, including new functionality as provided  | ✓              | ✓             |
| Entitlement to hot fixes and service packs   | ✓              | ✓             |
| <b>Technical Support services</b> <ul style="list-style-type: none"> <li>• Case management, technical inquiry</li> <li>• Service Level Objective for issue resolution on supported software releases</li> <li>• Access for Mitel Partner certified technicians</li> <li>• Telephony and web ticket service, knowledge base access</li> </ul> | ✓<br>(8 x 5)   | ✓<br>(24 x 7) |
| <b>Mitel Performance Analytics (MPA)</b> <ul style="list-style-type: none"> <li>• Fault reporting</li> <li>• Performance monitoring, voice quality and traffic</li> <li>• Server metrics</li> <li>• Hardware, Software and License inventory</li> <li>• Report generation – on demand or automated</li> </ul>                                | ✗              | ✓             |
| <b>End customer on-line training</b> <ul style="list-style-type: none"> <li>• Access to Mitel University Administration and User courseware</li> </ul>   | ✗              | ✓             |

your Mitel system in order to maintain optimal performance.

## Mitel Performance Analytics

Available as part of the Mitel Premium Software Assurance subscription, MPA provides performance monitoring that can proactively identify voice and network quality concerns before business affecting outages arise. An essential part of any best in class deployment, MPA will protect and enhance the long-term value of your Mitel Communications infrastructure.

## Flexible Purchase Options

Mitel Software Assurance is offered as one to five year subscriptions terms and can be purchased:

**Point of Sale:** required purchase along with new Mitel products

**Renewals:** the option to extend Software Assurance subscription at any point prior to the expiration date

**Re-Enlistment:** if coverage has expired, there is the option to re-enlist and reinstate coverage and take advantage of new product features and releases. *Re-enlist fees will apply.*



## Mitel Software Assurance

Now that you are sold on Mitel Software Assurance, contact your Authorized Mitel reseller today. Mitel Software Assurance ensures you get ongoing technical improvements while maintaining compliance and access to skilled Mitel technical support resources. And be sure to ask about our proactive performance monitoring service, with real-time alerting to identify voice and network quality concerns before business affecting outages arise.