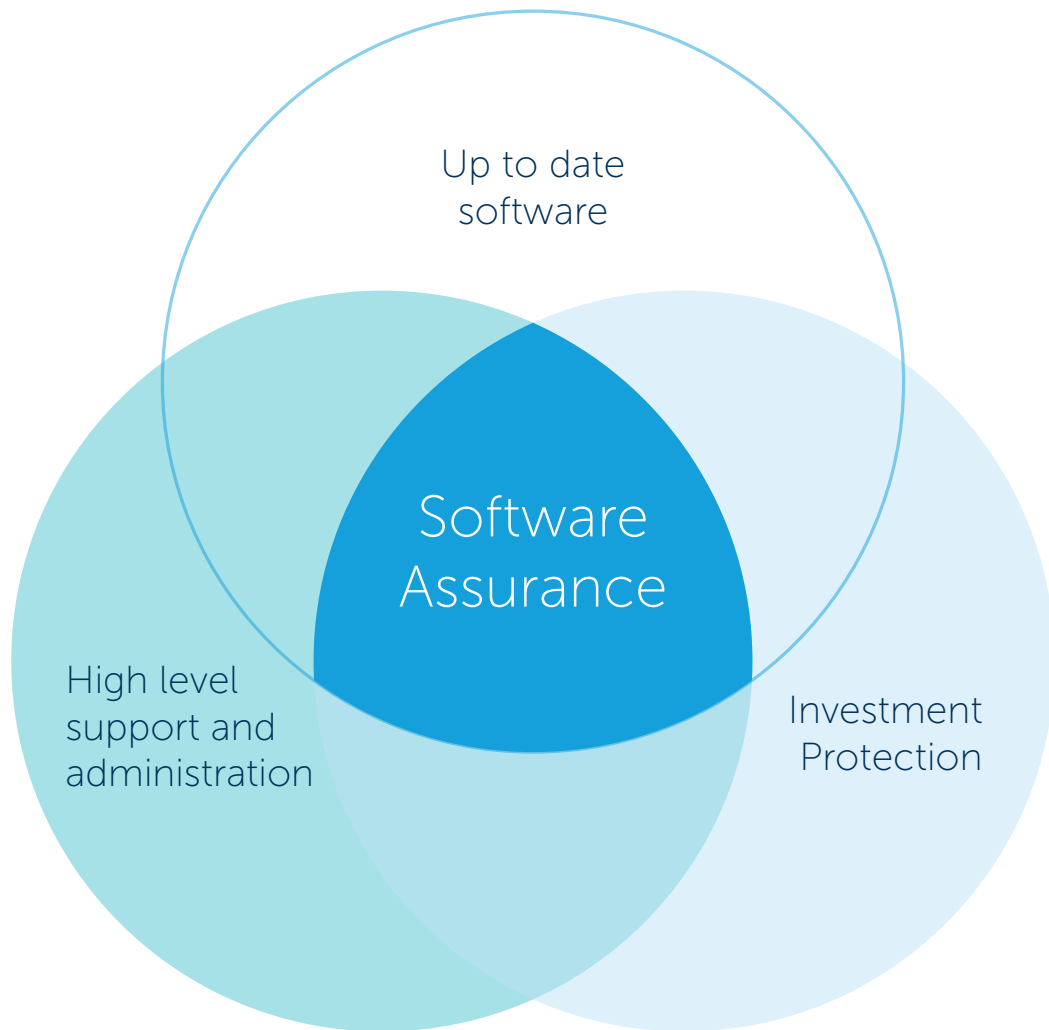


# Mitel MiVoice Office 400 Software Assurance



# Protect and enhance the long term value of your Mitel solution

Every day, MiVoice Office 400 communication solutions help businesses to run more efficiently. As a complete solution, the MiVoice Office 400 series offers a wide range of communication servers, phones and embedded applications. The major aim is to enhance your business communication and processes.

## Key Benefits

- **Stay Current:** keep up-to-date with Mitel's software releases and take advantage of new functionality and the latest developments
- **Reduce Risk:** address system issues through software updates and support from Mitel's highly skilled technical resources through your Mitel trained and authorized partner
- **Be Efficient:** Mitel's Secure Remote Management service enhances and secures day to day administration via your Mitel trained and authorized partner



By making sure your MiVoice Office 400 communication solution continues to work as intended, small and medium businesses can protect both their investments and client relationships.

By keeping these solutions up-to-date you can take advantage of the latest feature capabilities to enhance communications and business processes to better serve your clients.

With Software Assurance Mitel expands the MiVoice Office 400 offer, giving you the security of staying current with all the latest ongoing R&D activities developed specifically for the MiVoice Office 400 SMB solution.

## Mitel Software Assurance

As the foundation and to complement Partner customer care, Mitel offers Software Assurance. This service provides access to the latest releases of software for your MiVoice Office 400 and access to vendor support via your Mitel trained and authorized partner.

Mitel Software Assurance is available for the complete MiVoice Office 400 series as well as related Mitel products such as MiCollab and MiContact Center.

## Entitlement to software releases

Keeping your MiVoice Office 400 system current ensures you can maximize your business value by using the latest features, integrate more closely the applications and business processes, and a very important point, reduce security vulnerabilities.

## Entitlement to Secure Remote Management service

When you need day to day changes to your system or resolve critical or major technical issues, Mitel's Secure Remote Management service enables your Mitel trained and authorized partner to have agreed remote secure access to your Mitel system.

The Standard Software Assurance offer includes a license entitlement to Mitel's Secure Remote Management service that can be easily enabled for your environment without the need to install any device on your site and without the need to open your firewall (an Internet connection is required).

The Secure Remote Management service operates via a secure connection which will provide access to the administration of your system by your Mitel trained and authorized Customer Care provider, allowing them to easily manage the day to day operation of your Mitel system.

## Mitel Technical Support

When you have critical or major issues that can't be resolved, or your Mitel trained and authorized partner can't solve on his own, he can contact Mitel technical support experts 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.

## Key Services

- Benefit from Mitel technical support via your Mitel trained and authorized partner
- Entitlement to Major and Minor Software Releases, Service Packs and "Hot Fixes"
- Entitlement to Secure Remote Management service provided by your Mitel trained and authorized partner

## Coverage

Mitel Software Assurance is offered via Mitel trained and authorized Partners. The Standard offer includes a license entitlement for Mitel's Secure Remote Management service.\*

Standard Software Assurance is initially included with the purchase of new Mitel software products for a period of 90 days after which it must be purchased.

## Flexible Purchase Options

Subscription Terms: One to five year subscriptions can be purchased.

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 will apply.

*\*Available on MiVoice Office 400, availability may vary per country*

