MITEL SOFTWARE ASSURANCE

PROTECT AND ENHANCE THE LONG TERM VALUE OF YOUR INVESTMENT

Mitel Software Assurance provides you with **the best**, most **up-to-date system** capabilities and keeps you in **control** each step of the way.

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 4Sight's highly skilled technical resources.

LIFE CYCLE COST CERTAINTY

Budget more efficiently and help realise long-term investment protection in your Mitel solution.

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4Sight Communications Limited

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KEEPING YOUR BUSINESS CURRENT AND PREPARED FOR THE LATEST TECHNOLOGY IS THE IDEAL WAY TO INVEST IN YOUR DIGITAL EVOLUTION.

Mitel Software Assurance and Support (SWAS) is a software support package that protects your Mitel communications investment by providing access to software updates, new functionality and ongoing technical support. As an accredited Mitel Gold Solutions Partner, 4Sight Communications work in partnership with Mitel to provide Software Assurance and Support as the foundation of our support service and to complement our customer care. These services isolate, replicate and resolve complex technical issues that may come up in operations, engage product development for bug fixes when needed, and provide access to software releases to stay current. Your organisation will 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 situation can be controlled in advance, rather than responding to it after it has happened.

MITEL SOFTWARE ASSURANCE – STANDARD AND PREMIUM

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.

STANDARD SOFTWARE ASSURANCE: | A base subscription that includes 8x5 access to technical support as well as software patch updates, hot fixes, and entitlement to major software releases.

PREMIUM SOFTWARE ASSURANCE: | Standard subscription benefits plus 24x7 technical support, access to online training, and to Mitel Performance Analytics monitoring and analytics.

MITEL SOFTWARE ASSURANCE – SERVICE OPTIONS

FEATURES AND ENTITLEMENTS	STANDARD LEVEL	PREMIUM LEVEL
Entitlement to new major Software Releases, including new functionality as provided	Y	Y
Entitlement to hot fixes and service packs	Y	Y
Technical Support services •Case management, technical inquiry •Service Level Objective for issue resolution on supported software releases •Access for Mitel Partner certified technicians •Telephony and web ticket service, knowledge base access	Y (8 x 5)	Y (24 x 7)
Mitel Performance Analytics •Fault reporting •Performance monitoring, voice quality and traffic •Server metrics •Hardware, Software and License inventory •Report generation –on demand or automated	X	Y
End customer on-line training •Access to Mitel University Administration and User courseware	X	Y

GET PEACE OF MIND WITH MITEL PREMIUM SOFTWARE ASSURANCE

PROGRAM BENEFITS:

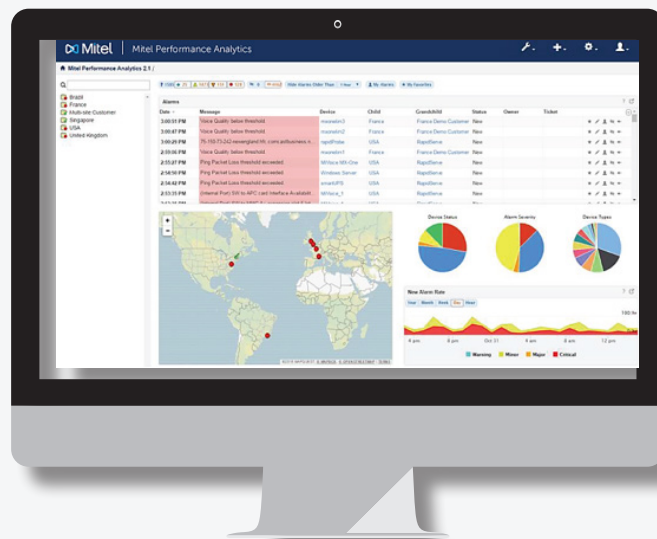| PROACTIVELY DETECT AND PREVENT ISSUES	SAVE POTENTIAL DOWNTIME	GET OPTIMAL NETWORK PERFORMANCE
MINIMISE TIME TO RESOLUTION	MANAGE SECURITY RISK AND COMPLIANCE	INCREASE YOUR COMPETITIVE EDGE

4SIGHT MONITOR

MITEL PERFORMANCE ANALYTICS

AVAILABLE **FREE** WITH **PREMIUM SOFWARE ASSURANCE**

Mitel Premium Software Assurance offers you 4Sight Manager, a fault and performance management solution that monitors and manages your entire Mitel network.

The result is faster problem resolution and optimal network performance. With 4Sight Monitor, your business can monitor your network in real-time, prevent problems before they occur and let you troubleshoot problems quickly.

KNOW	IDENTIFY	RESOLVE	PREVENT
Know when a voice quality problem is happening	Identify the cause of the problem quickly	Resolve problems before they can impact end users	Network capacity problems before the user is impacted

NOT SURE IF YOU SHOULD PURCHASE PREMIUM OR STANDARD SOFTWARE ASSURANCE?

ASK YOURSELF THESE QUESTIONS:

1. Does your organisation operate on a 24/7 basis or just normal business hours?
2. Would faster problem resolution (often before the user is impacted) improve your business?
3. How much does downtime cost your organisation?
4. Do you have a fault & performance management solution in place?
5. Do you currently have visibility into both Mitel performance metrics & network performance?
6. Can you easily analyse if you are meeting your service level objectives?
7. Could your staff benefit from online technical training to better understand all the capabilities available?

FREQUENTLY ASKED QUESTIONS

1. HOW WILL MONITORING IMPROVE OUR BUSINESS?

Any disruption or problem in your network or communications infrastructure can have a dramatic or catastrophic effect on your business and revenue stream. With Mitel Premium Software Assurance and 4Sight Monitor a business can monitor the network in real-time, prevent problems before they occur and let you troubleshoot problems quickly.

2. WE DO NOT HAVE THE BUDGET FOR MONITORING?

If your network suffers a failure, it can result in immediate business disruption leading to loss of revenue. It can even lead to compliance and regulatory penalties. There are also intangible costs, like lost business, loss of customer trust, brand damage that can be directly attributed to a catastrophic network outage. The cost of monitoring pales in comparison to the cost of network downtime.

3. WILL MONITORING SAVE MONEY OR GENERATE REVENUE?

Most IT administrators say that the investment in network monitoring begins to pay off immediately. They begin to proactively see issues that were previously only reported by users calling in. For most organizations the network is intrinsically tied to revenue generation. For example, online retailers and service centers can actually increase revenue when they have minimal network interruption.

4. WE HAVE MORE THAN JUST MITEL PRODUCTS IN OUR INFRASTRUCTURE?

We can take care of that too. Third-party device support is available with the optional MPA Plus Service offering. MPA Plus also offers additional features such as an operations scheduler, inventory reports, advanced user operations and many more benefits.

5. OUR NETWORK ISN'T THAT BIG THAT IT NEEDS MONITORING?

A growing business is going to deploy new technology and upgrade old technology on an ongoing basis. With the complexity of the 24x7 connected nature of today's businesses, network monitoring is essential to business success. Monitoring devices as your network grows will provide a baseline on how the network is performing so you can plan appropriately for tomorrow.

For more information about Mitel Software Assurance levels including renewals and upgrades please contact your 4Sight Account Manager.

For more information about Mitel Premium Software Assurance including 4Sight Monitor please call us on +44 (0)20 3668 0444 or email info@4sightcomms.com.

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