

Mitel Software Assurance (SWA)



Protecting Your Investment in Unified Communications

Software Assurance is more than good business practice – it's peace of mind for your entire organization.

In today's fast changing world, your communications solution is critical to keeping your organization connected. Cyberattacks are common, technology constantly evolves to improve user experience, new regulations emerge demanding more compliance and your competitors leverage cutting edge solutions that you need to keep pace with.

Don't risk your reputation or leave your organization exposed.

Mitel Software Assurance helps you manage these challenges by providing a comprehensive program of support and software upgrade entitlements for your communications platform to give you peace of mind for the platform you trust.

The Assurance You Need

Mitel Software Assurance provides tools, processes and software updates to enhance the efficiency, operability and cyber security of your platform.



Technical
Support



CloudLink
Applications



Software
Updates



Security &
Compliance



Performance
Analytics

Technical Support



With Mitel Software Assurance you get access to our Global Technical Support experts who provide vendor level support to analyze issues and assist with problem resolution. It also entitles you to software maintenance fixes and security updates, as well as access to our knowledge base.

CloudLink Applications

Software Assurance provides you with continuous access to the gateway, APIs, and applications built on Mitel's CloudLink platform, enabling Customers, Partners and Vendors to build and deliver advanced applications.



Software Updates



With Software Assurance, Mitel provides software updates and ensures the suitability of Mitel Unified Communications for new tech frameworks, so they can continue to meet your evolving business needs.

Security & Compliance

Mitel is monitoring real-time global cyber security from ever-changing threats, for all its platforms, through its global customer base, Partners, Distributors, and Mitel engineers. When Mitel discovers a security threat, a Service Pack is released to update the systems and eliminate the threat.



Performance Analytics



Mitel Performance Analytics is a fault and performance management solution that proactively monitors and manages your entire network, and can identify voice and network quality concerns before business affecting outages arise. It provides faster problem resolution and reliable network performance. Available as a price option on some Mitel platforms.

The Software Assurance Advantage

Stay Current

Access to the latest updates for your solution and exclusive entitlements to Technology Migration Programs ensure you are staying current.

Protect against increasing security threats

Embrace cyber security in every business process with continuous security updates and support from Mitel.

Get Support from the Experts

Only with Mitel Software Assurance are you assured of vendor level expertise and support.

Maximise your uptime and efficiency

Software Assurance helps minimize downtime by providing predictable reliable service support to boost the efficiency of the platform you trust.

Navigate regulations with confidence

Software Assurance supports your compliance efforts by making available new features and capabilities.

Adopt and Integrate New Applications

Integrate your communications with applications that power your organizations processes to bring added value.



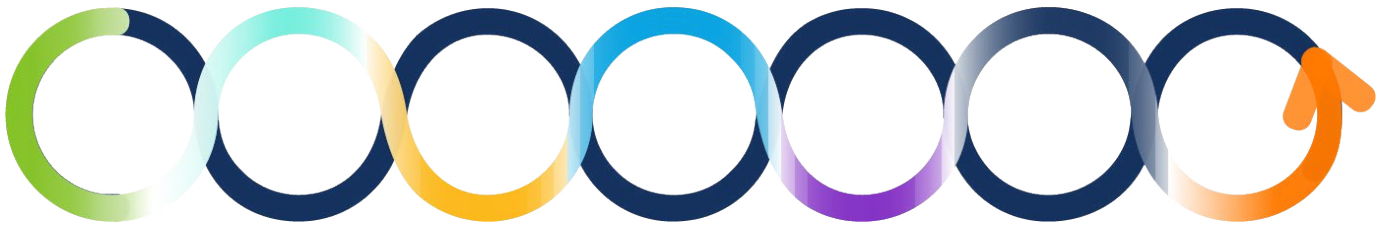
**Are you covered?
Don't wait until it's too
late.**

**Contact us or one of our
Partners to ensure you have
Software Assurance coverage
for your Mitel solution.**



How We Do It: The Mitel 7 Dimensions of Communication Flexibility and Control

At Mitel, success in the communication landscape hinges on a flexible and adaptable approach. Our 7 Dimensions of Communication Flexibility and Control guide our service delivery and ensure that your solutions meet the unique needs of your organization:



By embracing these seven dimensions, Mitel empowers you to build a communication landscape that is agile, secure, and aligned with your goals.



Enabling 2 Billion+ interactions every day.