

# Software Assurance



## At a Glance

- Protects your investment
- Ensures your software is always current
- Provides priority access to support services and technical resources
- Supports software lifecycle

## Overview

Software Assurance is NEC's software subscription and support program, specially designed to compliment your existing NEC software licenses and systems. With Software Assurance, your NEC authorized representative can work with you to access future software versions and schedule upgrades whenever the needs of your business dictate. Because both software upgrades and technical support are included, it ensures that your software deployments run smoothly, that your business remains efficient, and that you always have the peace of mind

that comes with knowing that your organization's communications solutions are stable, secure and up to date.

With Software Assurance, you get guaranteed access to NEC technical experts through your NEC authorized representative to ensure your software includes all the latest features. NEC's authorized representatives have full access to NEC's technical experts and the most current releases to provide you with the support and services you need to keep your system up to date.

## Solution

### Protects Your Investment

NEC understands that your investments in technology are important. They bring added value to your business and can often help increase your bottom line. By keeping your systems and applications current, you protect your investment while providing your business with the latest communications tools to stay competitive in today's marketplace.

### Ensures Your Software is Always Current

With Software Assurance, you receive complete software support coverage for your NEC platform software and applications. NEC will notify your NEC authorized representative when new releases are available so that you can ensure your software is always kept up to date.

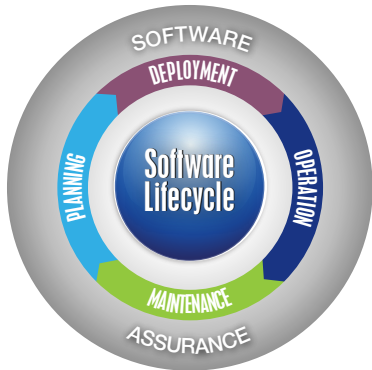
Because you renew your subscription to NEC's Software Assurance annually through your NEC authorized representative, you can plan your software expenditures without the concern of unexpected upgrade costs. The fixed annual contract includes bug fixes, service packs, enhancements and new software releases. You'll never have to worry about unforeseen software expenditures again!

## Provides Priority Access to Support Services and Technical Resources

With NEC technical support professionals assisting your NEC authorized representative, you receive fast, responsive access to support services and resources for your NEC platforms and applications. By partnering with your NEC authorized representative, you can be assured of service continuity for your system to keep it working properly, and your internal IT staff can focus on other priorities. Additionally, if your communications solutions stop functioning, NEC offers immediate 24/7 on-call emergency assistance and extensive web knowledge-based support.

With Knowledgebase, Software Assurance's web knowledge-based database of common technical support issues, field support engineers and your in-house IT support are able to quickly research and resolve technical issues without the need to wait in queue or stand-by for a call back. Quick resolution minimizes downtime and ensures that your system keeps running smoothly. By NEC allowing Knowledgebase access to your in-house IT support\*, it will enable you to increase your in-house expertise and resolve any issues even faster.

## What Can I Expect from Software Assurance?



Software Assurance offers you support at every stage of the lifecycle.

- **Planning** - Software Assurance ensures you have access to the latest versions of software and helps you manage costs. Spreading payments over time reduces your initial outlay and assists with budget planning over the term of the agreement.

\*Some features and functionality not immediately available.

- **Deployment** - Helps you reduce the cost and complexity of deployment. Work with a qualified NEC representative to create a deployment plan to help your organization evolve to a more secure, well-managed and cost effective converged voice and data network.
- **Operation** - Your NEC authorized representative positions you and your people to maximize your technology investment in order to create, manage, and drive business growth. User training and system optimization benefits can help you enhance business performance.
- **Maintenance** - Software Assurance provides you with comprehensive support coverage through your NEC authorized representative, including priority phone support, Web support, and access to NEC technical communities and experts.

## How Does Software Assurance Benefit My Business?

- **Stay current** – New feature enhancements are constantly being developed to address the ever-changing demands of the marketplace. Software Assurance helps your business by ensuring you are up-to-date with the latest software releases and enhancements.
- **Budget more efficiently** – Software Assurance's fixed annual contract allows you to plan your software expenditures in advance – alleviating the concern of unexpected maintenance or upgrade costs.
- **Increase productivity** – NEC's certified technical support professionals and authorized representatives assist you by quickly addressing system issues and maintaining business efficiencies – maximizing uptime.

## Subscribe Today!

NEC and NEC's authorized representatives value your business. By signing-up for Software Assurance, you will ensure that your software will be kept current and that your NEC authorized representative will efficiently utilize every manufacturer support resource available on your behalf. With Software Assurance, you can be assured that your investment will be protected, that your software deployments run smoothly, that your business remains efficient, and that you always have the peace of mind that your organization's communications solutions are stable, secure and up to date.

Subscribe today and take full advantage of all that Software Assurance has to offer! For more information, please visit [www.necam.com/SWA](http://www.necam.com/SWA).

For questions regarding Software Assurance, please send an email to – [SWA@necam.com](mailto:SWA@necam.com) or contact your local NEC authorized representative.

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