



Protect and Enhance the Long Term Value of your Mitel Software Solution

Staying up to date with software releases, fixes and technical support keeps your communications system running smoothly. QDOS work in partnership with Mitel to provide Software Assurance and Support – a software support package that protects your communications investment by providing ongoing technical improvements and knowledgeable support.

By keeping software solutions current, organisations can take advantage of the latest feature capabilities to enhance communications and business processes to better serve clients.

As the foundation and to complement customer care, we offer Software Assurance and Support (Software Assurance) services through our partner Mitel. 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.

Mitel Software Assurance is available for MiVoice, MiCollab, and MiContact Center software platforms and associated applications.

Technical Support

When you have critical or major issues that can't be solved, our technical support experts will work with Mitel directly 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.

Bug Fixes

When product defects are suspected, Mitel product development is engaged to isolate the fault at the design/code level and either recommend a configuration modification or build a bug fix (patch) that will be applied to your unique system configuration.

Key Features

- Stay Current: keep up-to-date on Mitel's software releases and take advantage of new functionality and expanded interoperability
- Reduce Risk: address system issues through software updates and support from our highly skilled technical resources.

Key Services

- Technical Support
- Bug fixes
- Entitlement to Software Releases

Software Releases

Gain access to major and minor software releases so that you can upgrade your solution as new features are developed and to complement other Software Assurance services. For proactive customers, staying current ensures they can maximise their business value by using the latest features, integrate more closely with their applications and business processes, and reduce security vulnerabilities.





Coverage options

Our standard customer care support offer covers normal business hours (8 hours x 5 days per week) while the Premium offer expands Standard to continuous coverage (24 hours x 7 days per week).

Flexible Purchase Options

Subscription Terms

One to five year subscriptions can be purchased. Subscription dates can be aligned to your business needs - for example, with your budget cycles or your support agreements.

Point of Sale

A Software Assurance subscription is recommended to be purchased along with your new Mitel product. Specific products, such as MiVoice Business, MiCollab and MiContact Center, require a minimum one year subscription with a new product purchase.

Software Assurance parts must be applied within 30 days of a Software license record activation record in the Application Management Centre (AMC). Failure to apply Software Assurance within 30 days of a Software license record activation will require payment of a re-enlistment fee.

In addition, Software Assurance parts purchased must be allocated within one year from Mitel's date of invoice. In the event they are not allocated within this time frame, the Software Assurance parts will be expired in the AMC.

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 may apply.



To find out more about QDOS and Mitel please contact our team of experts
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