

Save Time and Money with a Software Assurance Plan

Having the ability to easily communicate with your customers, clients, partners, vendors, investors and others makes your telecom systems a vital part of the success of your business. Keeping that system available and up to date every minute of every day is critical.

Fortunately, keeping today's telecom systems up and running isn't like it used to be.

Not long ago, phone systems were mostly made up of wires and hardware such as the components of PBX systems. After the warranty on this equipment ran out, businesses would be given the opportunity to purchase an annual maintenance and protection agreement to help keep those systems operational. Somewhat like insurance, these plans would cover necessary equipment diagnoses and repair at no additional charge over the cost of the maintenance plan.

Today's phone systems are a whole different story. They still involve handsets, but at the heart of these IP-PBX and VoIP phone systems is software. They are server based and live on a network.

Just as phone systems have changed, annual protection agreements have changed as well. What was once annual maintenance and protection is now a "software assurance."

Keeping your telecom software up to date

Since today's telecom systems run on software, the maintenance of those systems mostly involves installing software upgrades without interrupting service. Whether your business has 15 or 150 users, new releases of the software enhance system operations as well as provide convenient new business features.

A software assurance plan typically includes the following:

- Cost of new releases of the software
- Installation of those new releases
- Fixes for any issues related to compatibility, etc.
- Remote diagnoses and repair of software-related problems when necessary
- Payment by annual fee or, for leased systems, the fee can be included in the monthly lease

Typically, software assurance programs can save your business about 20% to 30% on the cost of software upgrades over the top of the assurance program.

Software assurance programs reduce the capital outlay your company would have to make every time there is an upgrade to your telecom software. It also eliminates having to tie up valuable internal resources to purchase, install and check the software for every upgrade.

Software assurance programs are a smart way to keep your telecom system up to date and operating at peak efficiency.



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