ITEC

5 Ways Software Assurance Helps Your Business Succeed

Just like your business, communications technologies are evolving all the time to enable even more value and integrate more tightly with business tools your employees utilize every day. Therefore, keeping your Mitel solutions current with Software Assurance (SWA) is vital to your organization.

Mitel Software Assurance provides access to upgrades, incremental enhancements, fixes, security patches, experts and technical support and much more -- helping to ensure that your communications investment delivers value from day one and for years to come.

If you have ever questioned the need for Software Assurance or doubted the value it offers, consider the impact not having up to date coverage could have on your business.

1. Access to software upgrades and updates to keep software current and secure

Mitel is constantly innovating to provide the latest technology advances and features, as well as up to date protection against emerging security risks. Software Assurance ensures you have the latest technology enhancements, so you do not miss out on new and exciting features that improve the user experience as well as safeguards to ensure you protected from any security risks. You would not stop servicing your automobile, or cancel

insurance on it? Then why risk your communication network.

A couple of years ago there was a [security breach at a large consumer credit reporting agency](#) caused by a hacker tacking advantage of a vulnerability which could have been avoided if they would had updated their software with a patch that was released months earlier. It cost the company millions is settlement fees.

Updates introduce technology improvements and new features that continually increase your organizational efficiency, productivity and security.

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2. Access to Mitel technical expertise to help you rapidly resolve problems

Software Assurance and technical support go hands in hand. To get the best from our technical support, you need to have the latest software and features running. Technical support experts are also available to quickly analyze complex software questions and assist with incident remediation.

With Premium SWA, you get access to Mitel Performance Analytics (MPA) which monitors your network in real-time, to prevent problems before they occur and lets you troubleshoot problems quickly. 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.

Always protect your communication network and maintain business continuity.

3. Minimize unforeseen costs stemming from your communications network

Without Software Assurance, you put your business at considerable risk. You could face the potential costs of lower employee productivity, lost opportunities cost, security and compliance sanctions or fines. Or you could face customer dissatisfaction and complaints as well as brand damage. All of these could result from an outage or disruption in your network or communications infrastructure and could have a dramatic or catastrophic effect on your business and revenue stream. You do not have to be a Fortune 500 company to lose millions due to unexpected downtime.

Downtime is very costly. Using Software Assurance, it can be prevented, or it can be reduced.

4. Mitigate significant security and regulatory compliance risks

For businesses like healthcare and financial services organizations, regulatory compliance is vital. In fact, HIPAA and PCI require quick implementation of software updates to maintain security. If your organization handles and stores patient or customer data or receive payments electronically it is imperative that your communications network leverage Software Assurance to be compliant and reduce security vulnerabilities.

Don't put your data, and more importantly your customers data, at risk.

5. Get the real value of Software Assurance

Your communications system is at the heart of your IT landscape. You need to maintain and protect it to ensure it works in concert with your back-end services, the latest mobile and PC operating systems, integrated apps etc. You cannot afford to not have Software Assurance. How much would it cost your business if your communications system went down. Not having Software Assurance can mean risking support in case of an issue or falling behind in keeping your software assets up to date with the rest of your network infrastructure. How much of an impact could a security issue or a technical problem have on your business? Compare that with the cost of Software Assurance and you will see the upfront cost is well worth it.

Software Assurance can help your business reduce costs and improve ROI.

If your business depends on your communications network to operate, ensure that you have Mitel Software Assurance to protect and enhance the long-term value of your communications infrastructure.

If your Software Assurance subscription needs to be renewed, please contact Itec today.

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