

PRODUCT OVERVIEW

Software Assurance

Updates, support and replacement cover that keep your phones and network working, year after year.

Communications, IT & Cybersecurity.
Business Technology, Made Simple.



Kept Up to Date

We apply the manufacturers' software updates to your phones, routers, switches and access points as they're released, so you get the fixes and new features without having to think about it.

Covered If It Fails

The equipment we supply carries a 12-month manufacturer's warranty. Software Assurance extends that cover for the length of your agreement, so a faulty handset or switch is replaced at no cost.

Changes Without a Bill

Every month includes two support units, 30 minutes of our technical team's time, for call routing changes, reprogramming a handset or a small adjustment to the set-up.

Free for the First Year

Software Assurance is included on every new installation for the first 12 months. From month 13 it continues as a monthly charge, set out on your order form, so your cover never lapses.

It covers your phone system, routers, switches and WiFi equipment as one service. This is what's included, and how it works day to day.

Software Updates

Manufacturers release updates to fix faults, close security holes and add features. We check them, apply them to your equipment and deal with anything that changes as a result.

Security Kept Current

An unpatched phone system or router is an open door. Regular updates reduce that exposure and help protect your calls, your data and the rest of your network.

Hardware Replacement

If a supported device develops a manufacturing fault, we arrange a replacement, often for the next working day, and the cost is covered under your agreement.

Two Support Units a Month

Remote changes are normally charged in 15-minute units. With Software Assurance, two units a month are included, so routine adjustments don't turn into invoices.

Proactive Management

We monitor supported devices so they stay stable, up to date and matched to your system set-up, and sort out small problems before they become big ones.

One Predictable Cost

A clear support structure and a fixed monthly cost after the first year, with no surprises when something needs attention and one number to ring when it does.

NEXT STEP

Check Your Cover

Not sure whether Software Assurance is on your account, or when your first 12 months ends? Ask us and we'll tell you exactly where you stand.

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