

# Protect your investment. Optimize its performance.

The Ascom Solution Lifecycle Plan







## **Your Ascom solution is up and running. An Ascom Solution Lifecycle Plan will keep it that way and future proof it.**

*With an Ascom Solution Lifecycle Plan (SLP) your organization gains a customized after-sales service and support package, including Software Maintenance with cost predictability, response guarantees, and dedicated staff and technical resources.*

### **Maximize the uptime and performance of your Ascom solution**

Based on a wide range of modules, an Ascom Solution Lifecycle Plan (SLP) can be tailored to match your system's role, importance and complexity. And because it's modular, the SLP can be adapted to match your solution as it develops over time.

The exact configuration of a SLP depends on your solution, and your organization's operational and budgetary goals. But Ascom experts are there to help you design the best possible

SLP—one that delivers price clarity, maximum system uptime and peace of mind.

All service packages, regardless of level, include 'certified interoperability' for your Ascom solution. This guarantees that Ascom systems work trouble-free with specified components from other vendors—significantly reducing the amount of interoperability testing you need to perform. All service packages also include Software Maintenance.

## Bronze SLP

**Ideal for non-critical systems, the Bronze SLP guarantees helpdesk access, response times and engineer availability in line with your SLA.**

- **Helpdesk access** – A Bronze SLP gives you prioritized access to our helpdesk when making support calls and reporting errors.
- **Software Maintenance (SMA)** – Ensure you have smooth access to the latest software updates and upgrades.

Including the latest functionality and security patches.

- **Remote access** – We can establish a remote access channel to your solution—enabling troubleshooting and issue resolution without incurring the travel costs involved with on-site visits.
- **Free return shipping** – There is no additional cost for the return shipping of repaired equipment.

## Silver SLP

**A Silver SLP includes everything offered by a Bronze SLP, and adds the following components:**

- **Remote support** – A Silver SLP includes all hours spent on remote support. Remote intervention can help ensure speedy resolution of issues, and streamlines administration.

- **Extended equipment warranty** – A Silver SLP covers the replacement costs of system-critical equipment. All repaired equipment undergoes stringent interoperability and functionality testing prior to shipping. We also update repaired equipment to the latest software/firmware where applicable, at no additional cost.

## Gold SLP

**A Gold SLP provides comprehensive maintenance cost control. It provides all the services offered in Bronze and Silver SLPs, and adds:**

- **On-site support** – A Gold SLP covers site visits by Ascom service technicians, and includes work hours and material costs.
- **Prioritized repair** – We guarantee a maximum turnaround of two working days for all repaired handsets.

- **Prioritized delivery** – Spare parts, replacement handsets and mission-critical hardware are express shipped to all Gold SLP customers. For critical parts, we maintain depots close to customers' facilities.
- **Accidental damage coverage** – We ensure your organization always has fully functioning Ascom handsets by guaranteeing cost-free repair/replacement of accidentally damaged units.

### Enhance your SLP by adding from the options below:

- **Preventive maintenance** – Benefit from scheduled maintenance visits or remote analysis of your Ascom solution. You then receive a report recommending how to optimize solution performance.
- **Remote monitoring** – Ascom technicians can identify and resolve issues before you even notice performance anomalies. Monitoring is via the remote access channel available with Gold and Silver SLPs.

**Service delivery management** – Service Delivery Management (SDM) is a service that ensures your Ascom services and support are—and remain—optimized for your organization's needs. With SDM you are assigned a dedicated Ascom service delivery manager as your point of contact.

#### Service package

Select one

Bronze

Silver

Gold

**A SLP comprises of a service package, including the service hours and response time agreed in your Service Level Agreement (SLA).**

#### Service hours in SLA

Select one

Office hours

24/7

#### Response time in SLA

Select one

Best effort

8 hours

4 hours

2 hours

## An Ascom SLP delivers key operational and commercial benefits:

- **Cost control** – You can select from a range of fixed and ad hoc pricing arrangements. You know in advance, and in detail, the cost and scope of the services and support you can rely on.
- **Optimized performance** – A SLP helps ensure the best possible performance of your Ascom solution. Options such as preventive maintenance, remote monitoring and intervention, maximum response times, access to software updates, express parts shipping, and extended hardware warranty optimize solution uptime and performance.
- **Peace of mind** – Your organization can focus on core activities, secure in the knowledge that your Ascom solution is covered by customized after-sales services, and supported by the same experts who built the solution.
- **Lower Total Cost of Ownership** – Fast access to expert support and spares, pre-emptive service interventions, preventive maintenance, smooth software upgrades. These and other features help your organization extract the maximum value from the entire lifetime of your Ascom solution.

		Bronze SLP	Silver SLP	Gold SLP
<b>Support Services</b>	Helpdesk	✓	✓	✓
	Defined service levels	✓	✓	✓
	Remote support	–	✓	✓
	On-site support	–	–	✓
	Preventive maintenance	Option	Option	Option
	Remote monitoring	–	Option	Option
	Service delivery management	–	Option	Option
<b>Software Services</b>	Remote access	✓	✓	✓
	Software Maintenance (SMA)	✓	✓	✓
	Interoperability	✓	✓	✓
<b>Hardware Services</b>	Free return shipping	✓	✓	✓
	Extended warranty	–	✓	✓
	Prioritized delivery of parts	–	–	✓
	Accidental damage coverage	–	–	✓
	Prioritized repair	–	–	✓

Contact your nearest Ascom office or representative to learn more. Together with you we can find the SLP level and options that best suit your organization, your objectives, and your Ascom solution.



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### About Ascom

Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions – anytime and anywhere. Ascom's mission is to provide mission-critical, near-real time solutions for highly mobile, ad hoc, and time-sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete, and efficient workflows for healthcare as well as for industry and retail sectors.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 18 countries and employs around 1,300 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.