



Software Maintenance Agreement

Telligence and teleCARE

Complete care for your Ascom Solution

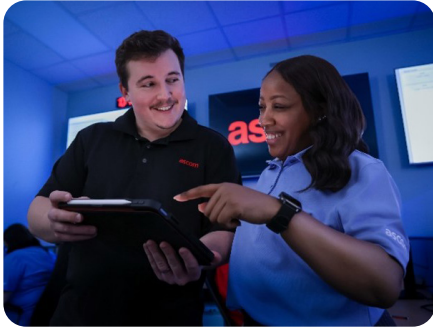
We know your Ascom nurse call system is critical to your operations and patient care. Choose to protect your investment with Ascom's Service Maintenance Agreement (SMA) for Telligence and teleCARE. With choices for multi-year agreements, this plan ensures you always stay up to date with the latest features and capabilities in software releases, have prioritized access to technical support and have the training you need to use your nurse call system to its fullest.

Benefits	1-3 Years	3+ Years
Unlimited access to all software releases Functional/performance improvements, and hardware conformance and security updates	✓	✓
24 x 7 access to Ascom Customer Care	✓	✓
Technical Training E-learning Access to Ascom e-Learning catalog and one free instructor led class	✓	✓
Locked in pricing for the duration of the contract with no price increases		✓

34% of nurses say

nurse call is the most important technology tool they need to do their job well¹

¹Source: Ascom survey, *Nursing Satisfaction: What Matters Most At Work, 2022*



Quality Technical Support

Fast, expert resolution

Our Customer Success team has decades of customer support experience and recognition for quality technical support. Members hold industry-standard certifications like ITIL, Cisco CWNA, Cisco CCNA, CompTIA, Android, Microsoft and more.

Experience fast response time. We answer 80% of calls within five minutes and on average, respond in less than three minutes. Our team responds within one hour for high priority items during normal business hours and two hour response time after hours.



Ascom Nurse Call Systems

Elevating nurse call for unsurpassed patient care

Telligence from Ascom is more than nurse call – it's the world's first Patient Response System, giving gives nurses relevant information throughout the care process. It's part of the Ascom Healthcare Platform (AHP), a unique combination of hardware and software that gathers and filters information from multiple sources to give clinicians a more comprehensive view of a patient's status. AHP enables hospitals to implement intelligent alerting and alarming and new models of care, from virtual nursing to remote patient monitoring and clinical surveillance. Ascom teleCARE focuses on the unique needs of assisted living and long term care settings. Modular and flexible, it lets you customize alert, messaging, monitor, and wander management solutions.



Four Comprehensive Services and Technical Support Offerings

Ascom offers you four ways to protect your investment and get the most out of your solution with our service and support offerings. Make nurse call worry free with multi-year Telligence and teleCARE software maintenance agreements (SMA). And with our software SMA for Digistat and Unite you get all the benefits of our nurse call SMA plus more services from Ascom's Professional Service team. Our Product Protection and Technical Support Plan helps keep your mobile devices working hard with benefits like liquid damage protection. And finally, our Ascom RemoteWatch™ plan gives you a proactive monitoring for the entire Ascom Healthcare Platform.

[Find out more](#)

Learn more about SMA for Telligence and teleCARE by contacting your Ascom sales representative.

Contact [Ascom Customer Success](#) through our website or by phone: 877-712-7266.