

Unify OpenScope Software Support (co-delivery)



- > Enhancing your customer support services with vendor support and software license upgrade entitlement.
- > Co-delivery allows Partners with Master and Professional specializations to leverage Mitel's support capability together with their own service offering to provide their customers with the assurance that comes with vendor backed support.

Unify OpenScope Software Support delivers foundational support together with software license upgrades in a single offer that's easy to buy, manage and renew, helping customers stay current and protected. Mitel Partners can resell OpenScope Software Support together with their own services to form a complete customer offer.

Unify OpenScape Software Support (co-delivery)



Service description

Self-Services

Partners get 24x7 access to the Atos UCC Partner Portal which provides:

- An Atos UCC support knowledge database
- A software download center for software patches and minor releases
- A ticket management portal to:
 - create and track tickets
 - review ticket history
- A Service Contract Portal to:
 - review service contracts
 - identify and process contracts for renewal
 - delegation of service rights

Partner Desk

The Partner Desk is responsible for the management and co-ordination of service requests. Support includes:

- Handling of Partner Incident Reports and/or Service Requests via the Partner Portal
- Entitlement verification
- Service request acknowledgement
- Manage and co-ordinate incident support
- Keeping the originator of the incident and/ or Service Request informed via Partner

Expert Assistance Hotline

Provides Level 2 support for ad hoc incidents and manages escalations to Level 3 where necessary, following ITIL®3 based processes. Service Hours: 8 x 5

Software Upgrades

Software license upgrade entitlement is included in the program. Mitel provides tools to Partners to download and install all new software version releases for products covered by Software Support.

Remote Service Platform

Remote Service Platform provides secure remote access to customer systems exclusively to the partner, through a technology service hosted by Mitel. This is an optional offering for products with minimum services and other products.

Unify OpenScape Software Support (co-delivery)



Product coverage

Inclusive Services Products

- Unify OpenScape Business (includes Expert Assistance Hotline and Remote Service Platform)

Minimum Services Products With Expert Assistance Hotline Includes the following:

- Unify OpenScape 4000 (incl. Softgate, Access 500i/a, RG8350a)
- Unify OpenScape Voice
- Unify OpenScape Xpressions
- Unify OpenScape Contact Center Enterprise
- Unify OpenScape Contact Center Extension
- Unify OpenScape Enterprise Express
- Unify OpenScape UC Application

Without Expert Assistance Hotline

Includes the following:

- Unify OpenScape Fault Management
- Unify OpenScape 4000 Manager
- Display Telephone Book (DTB)
- Unify OpenScape Cordless IP Server
- Unify OpenScape Accounting
- Unify OpenScape Web Collaboration
- Unify OpenScape Xpert
- Unify OpenScape Branch
- Unify OpenScape Personal Edition
- Unify OpenScape SBC
- Unify OpenScape Common Management Platform
- Unify OpenScape E/A Cockpit
- Unify OpenScape Identity
- Lifecycle Assistant
- Unify OpenScape Deployment Service
- Unify OpenScape Contact Center Agile

All products must be maintained at a currently supported Software Release to maintain their entitlement to Software Support. Please refer to the Atos Unify Partner portal for the latest product coverage status and supported versions.

Unify OpenScape Software Support (co-delivery)



OpenScape Software Support (co-delivery) is tailored for:

Mitel Partners (with Master or Professional specialization in the appropriate areas) providing support in combination with their own services to the end customer or Resellers.

- Distribution & 1st Tier Partners
OpenScape Software Support is a required minimum service offering for the defined products covered. Without Software Support only warranty entitlement is available.
- Resellers purchasing via a Distributor may accept the rights to use Openscape Software Support if delegation is offered by the Distributor beforehand.

OpenScape Software Support comprises

Your investments are protected with OpenScape Software Support through a combination of expert technical assistance, software updates and upgrades and access to comprehensive online resources including:

- Access to the Atos Partner Portal and web tools
- Partner Desk
- Web Access for 2nd & 3rd Level Support
- Expert Assistance Hotline1
- Software patches
- Software upgrade entitlement
- Remote Service Platform (RSP)2

Service level

Technology Support

Response Service Level Agreement

- Priority 1 Tickets (24 x 7) - 1 hour
- Priority 2 Tickets (8 x 5) - 2 hours
- Priority 3 Tickets (8 x 5) - 8 hours

Service prerequisites

- For Minimum Service products the partner must have Professional or Master Specialization in the appropriate area in accordance with the Mitel Unify Partner Program
- For Inclusive Services products, the partner must have Professional or Master Specialization.
- Product must be a supported software version (see Supported Products table)

Unify OpenScape Software Support



Service Features at a Glance

Products Covered	OS Business	Large Enterprise Product
Partner Portal	X	X
Partner Desk	X	X
1st Level Support	Partner Responsibility	Partner Responsibility
2nd Level Support	X	X
3rd Level Support	X	X
Expert Assistance Hotline	X	X (see note 1)
SW Upgrade Entitlement	X	X
Remote Service Platform	X	
Product Category	Inclusive Services Products	Minimum Services Products

Note 1: The Expert Assistance Hotline is available for dedicated products within this product category. Details are provided in product categories and assigned products available at the Partner Portal

Note 2: Other products are covered under existing support plans until further notice