



Unify OpenScape Software Support

Supporting and protecting your
Unified Communications and
Collaboration investment today
and tomorrow



Trusted partner for your Digital Journey

Atos

A simple and comprehensive support program

Atos Unify OpenScape Software Support delivers foundational support together with software license upgrades in a single offer that's easy to buy, manage and renew, helping you stay current and protected.

For your peace of mind, know that you have expert support standing by today with upgrades included for tomorrow.

When choosing to invest in enterprise software, knowing your investment is protected is critical. You might ask yourself ...

- Software changes quickly so when is the best time to buy?
- How can I ensure I'm always on the latest release and that each release is secure?
- The cost of being on the latest release can be an unplanned hit on your budget. Is there a more balanced way to be current?

Atos has developed a simple and comprehensive software support program that accompanies our market leading unified communication and collaboration (UCC) software portfolio that not only ensures your solution is running smoothly, but includes software upgrade entitlement so you no longer have to be concerned about how to keep your software up to date.

What's included

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:

- Telephone and remote technical and maintenance support services. Atos's Technical Assistance Center (TAC) provides you access to our expert support team who can analyze issues and assist with problem resolution.
- Software application maintenance, minor and major release updates, and software license upgrade entitlement to help make sure your UCC solutions operate smoothly and are always up to date.

OpenScape Software Support

Key features at a glance

OpenScape Software Support Overview

For solutions focused on Unified Comms and Collaboration (UCC) software

- Remote Technical Assistance
- Centre (TAC) access software updates (security updates, hot fixes, minor releases) via your Atos Partner
- Software upgrade entitlement
- Call desk access via your Atos partner
- Atos online tools and resources

A few more details ...

OpenScape Software Support is available under 1, 3 and 5 year contract terms, and renewable thereafter.

We've got you covered

OpenScape Software Support Services help you:

- Maintain and protect your communication and collaboration software investments
- Improve your budget planning for upgrades necessary to maintain your software at a supported release
- Keep your UCC software applications performing as expected
- Enjoy simplified ordering and renewals
- Improve operational efficiency by always being on the latest technology

Availability and ordering

OpenScape Software Support Services can be ordered through our global network of certified partners.