



Software Assurance

Frequently Asked Questions (FAQ)

Q: What value will I, as a customer, realize when I subscribe to NEC's Software Assurance (SWA)?

A: NEC's Software Assurance provides a great deal of value to you beyond the standard software warranty. The software warranty provides some basic support entitlement and minor software updates pertaining only to bug fixes. The warranty agreement does not entitle you to a major version software upgrade. By purchasing a software assurance agreement, you will receive major and minor version upgrades at no additional cost. NEC has streamlined our development cycles and will be providing at least one major version software upgrade each year. As a member of the software assured community, you will also be granted access to the Software Assurance collaboration site and our extensive technical knowledgebase.

Q: How will Software Assurance benefit my business?

A: Helps you to stay current – New feature enhancements are constantly being developed to address the ever-changing demands of the marketplace. Software Assurance helps your business by ensuring you are up-to-date with the latest software releases and enhancements.

Allows you to budget more efficiently – Software Assurance's fixed annual contract allows you to plan your software expenditures in advance - alleviating the concern of unexpected maintenance or upgrade costs.

Helps you increase productivity – With NEC technical support professionals assisting your NEC authorized representative, you receive fast, responsive access to support services and resources to quickly address your system issues and maintain business efficiencies – maximizing uptime.

Protects your investment – NEC understands that your investments in technology are important. They bring added value to your business and can often help increase your bottom line. By keeping your systems and applications current, you protect your investment while providing your business with the latest communications tools to stay competitive in today's marketplace.

Q: When does the Software Assurance agreement begin?

A: The NEC Software Assurance agreement begins 90 days after software activation. NEC realizes that there needs to be a short buffer between when the software is purchased and when the installation and configuration of the software is complete. We also understand that installation does not always begin immediately after purchase. Once the software is activated in our license server, we will begin the 90 day timer on the agreement for it to start.

Q: What if I decide NOT to subscribe now?

A: If you decide not to enroll in Software Assurance, you still have the option to upgrade to new software releases as they become available. Depending on the software that you are looking to upgrade, some new releases are available on a per release basis, but some are only available by subscribing to Software Assurance.

Also, you do have the choice to subscribe to Software Assurance at a later time, but it is much more economical and beneficial to subscribe now.

For NEC to provide you with the highest level of support, we encourage you to keep your NEC platforms and applications operating at the most current levels.

Q: I have a NEAX® 2400 IPX today, why should I buy Software Assurance?

A: There is still one more major version upgrade scheduled for the IPX platform. The purchase of the agreement will entitle you to that upgrade for free. Also, when you upgrade your IPX to an SV8500 Communications Server, the agreement will carry over to the new platform as well.

Q: If I need to add some additional software licensing and I already have a Software Assurance agreement, how will that work?

A: NEC will pro-rate the cost of the Software Assurance coverage for any additional licensing to the same term date as your existing agreement.

Q: If I have multiple NEC products, can I cover some of them and not others?

A: For current NEC products that SWA is offered on, we require that you have agreements for everything. These agreements also must have the same end-date. Because NEC products are so closely tied together from a technology standpoint, we feel that it is necessary to ensure that everything is at the latest software version.

Q: Can I have a single agreement for all of my locations?

A: Today, NEC associate agreements at the individual site level. We are currently working on extending this to the customer level.

Q: What if I have multiple NEC dealers servicing my site?

A: A Software Assurance agreement involves the dealer, so NEC will require that a single dealer support a single site when a Software Assurance agreement is involved.

Q: How will I get my free software upgrades?

A: NEC will be making all software upgrades and any necessary licensing available from our licensing server. Your NEC dealer will be responsible for obtaining this for your site when the new software becomes available.

Q: How will I know when upgrades become available?

A: NEC license server will have the ability to generate upgrade availability notifications via email.

Q: When it is time for me to renew my agreement, how will I get notified?

A: The NEC Software Assurance system will automatically notify your NEC representative when it is time to renew your Software Assurance contract.

Q: How do I subscribe to Software Assurance?

A: Contact your NEC authorized representative to subscribe today and take full advantage of all that Software Assurance has to offer. For more information, please visit www.necam.com/SWA.

For questions regarding Software Assurance, please send an email to – SWA@necam.com or contact your local NEC authorized representative.

