

DECT Software Assurance



Elevate and Safeguard Your Spectralink Mobility Solution

Why Choose DECT Software Assurance?

DECT Software Assurance by Spectralink is designed to safeguard and complement your Spectralink DECT deployment. With Software Assurance, you gain access to a plethora of benefits, including all software upgrades, new features, service updates, and security enhancements throughout your subscription period. This ensures that your business remains shielded from data loss or breaches while staying at the forefront of technology.

Access Cutting-Edge Features and Security

By ensuring that your DECT deployment is using the latest software, you safeguard your investment and equip your business with the latest communication tools to thrive in today's competitive landscape. These updates contribute to your bottom line while providing essential security upgrades to protect your valuable data against external and internal threats. With Software Assurance, you receive the latest features that cater to evolving business demands, boosting employee productivity and enhancing overall operations.

Benefits of Software Assurance

With Software Assurance, you're in for a range of advantages that maximize your Spectralink DECT solution:

- **Stay Ahead with the Latest DECT Security Enhancements:** Utilize up-to-the-minute technological advancements to mitigate risks effectively.
- **Embrace Software Enhancements and New Features:** Enjoy continuous improvements, including updates to interoperability with platforms like Microsoft Teams and Cisco.
- **Ensure your Spectralink handsets are enhanced with the latest features and bug fixes.**
- **Resolve Issues with Bug Fixes:** Ensure a seamless experience by addressing and resolving any software bugs.
- **Direct Access to Expertise:** Engage directly with a team of true software experts.
- **Maximize ROI and Efficiency:** Maintain optimum performance of your DECT solution, ensuring your business operations remain efficient and profitable.

Invest in DECT Software Assurance today to secure your communication infrastructure, empower your business, and capitalize on the dynamic landscape of technology.

Get help easily

With software assurance, you get to use Tier 3 Spectralink support. This gives you direct access to a team of experts who really know the software. They can quickly solve issues, so problems are fixed fast, and your work isn't interrupted. This support reduces downtime, solves issues faster, and makes the software work better, which makes you more productive and satisfied.

DECT Infrastructure Service Options

	STANDARD WARRANTY	SOFTWARE ASSURANCE	REPAIR AND REPLACEMENT	
			SpectraCare	SpectraCare+
What is covered?	Manufacturing faults only	Access to Software enhancements and bug fixes. Contact the Technical Support team via email.	Breakdown cover. RMA next day from receipt. Access to Technical Support team. 8x5	Advanced cover. Advanced Replacement cover. Access to Technical Support. 24x7
Contract Length	1 Year	1,3, or 5-year options	1,3, or 5-year options	1,3, or 5-year options
Tier 1 and 2 Support	No	No	8 x 5	8 x 5 Mon-Fri + emergency system down 24x7
Tier 3 Technical Support	No	8 x 5	Covered by Software Assurance	Covered by Software Assurance
Software Updates	The latest version at deployment	Yes	No	No
RMA Access	Manufacturing faults only	N/A	Yes	Yes
RMA turnaround	10 business days from receipt	N/A	Next day from receipt of the product	Advanced replacement. Next day upon request
Liquid damage coverage	No	N/A	Yes	Yes
Accidental damage	No	N/A	No	Yes*
Availability	Included with all Hardware Purchases	Mandatory with all DECT Infrastructure Purchases	Optional with Purchase	Optional with Purchase

*Accidental Damage Product return rate at 20%

For more information, contact us at info@spectralink.com or www.spectralink.com/contact/

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30 years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

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