

**An Ascom Solution Lifecycle Plan (SLP) delivers key operational and commercial benefits:**

■ **Optimised performance** – An SLP helps ensure the best possible performance of your Ascom solution. Options such as preventive maintenance, maximum response times, access to software updates, express parts shipping, and extended hardware warranty optimise solution uptime and performance.

■ **Lower Total Cost of Ownership** – Fast access to expert support and spares, pre-emptive service interventions, preventive maintenance, smooth software upgrades... these and other features help your organisation extract the maximum value from the entire lifetime of your Ascom solution.

■ **Peace of mind** – Your organisation can focus on core activities, knowing Ascom will provide your business with the visibility of potential exposures, risks and proactive support by customised after-sales services, supported by the same experts who built the solution.

	Silver SLP	Gold SLP
<b>Support Services</b>		
Helpdesk	✓	✓
Defined service levels	✓	✓
Remote support	✓	✓
On-site support	—	✓
Preventive maintenance	Included one per year	Included two per year
<b>Software Services</b>	Software Coverage	
Remote access		
Software Maintenance Agreement (SMA)		
Interoperability		
<b>Hardware Services</b>	Handset Coverage	
Free return shipping		
Extended warranty		
Prioritised delivery of parts		
Accidental damage coverage		
Prioritised repair		

Contact your nearest Ascom office or representative to learn more. Together with you we can find the SLP level and options that best suit your organization, your objectives, and your Ascom solution.

**Ascom** is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions—anytime and anywhere. Ascom’s mission is to provide mission-critical, real-time solutions for highly mobile, ad hoc, and time-sensitive environments.

Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete and efficient workflows for healthcare as well as for industry and retail sectors.

Ascom is headquartered in Baar (Switzerland), has subsidiaries in 15 countries and employs around 1,200 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.

The availability of Ascom services described in this document may vary between regions and countries.

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The Ascom Solution Lifecycle Plan.  
 Protect your investment. Optimise its performance.



# Your Ascom solution is up and running. An Ascom Solution Lifecycle Plan will keep it that way.

With an Ascom Solution Lifecycle Plan (SLP) your organisation gains a customised after-sales service and support package; with cost predictability, response guarantees, and dedicated staff and technical resources.

## Silver SLP

The Silver SLP is designed to maximise performance while minimising downtime offering the following benefits;

- **Helpdesk access...** A Silver SLP gives you prioritised access to our helpdesk when making support calls and reporting errors during business hours.
- **Remote access...** We can establish a remote access connection to your solution—enabling troubleshooting and issue resolution without incurring the travel costs involved with on-site visits.
- **Free return shipping...** There is no additional cost for the return shipping of repaired equipment.

- **On-site support during business hours...** Includes all work hours and material cost during business hours for on-site support. A site visit can be central to help ensure speedy resolution of issues and streamlines administration.
- **Annual health check...**Benefit from the preventive health check to understand the potential risk and replace the parts at no additional cost.

## Gold SLP

A Gold SLP provides comprehensive maintenance cost control. It contains all the services offered in Silver SLP's and adds:

- **24/7 On-site support...** A Gold SLP covers site visits by Ascom service technicians, and includes work hours and material costs.
- **Prioritised repair...** We guarantee a maximum turn around of two working days for all repaired handsets.
- **Prioritised delivery...** Spare parts, replacement handsets and mission-critical hardware are express shipped to all Gold SLP customers. For critical parts, we maintain depots close to customers' facilities.
- **Annual health check...** Ascom will perform a health check annually to ensure that your solution is operating at optimal levels.

## Handset Maintenance

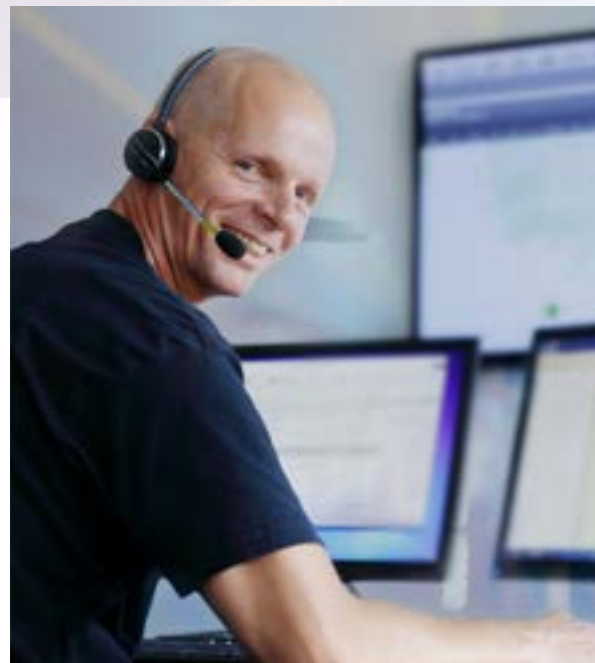
The handset maintenance provides handset swap service during business hours for those accidentally damaged handsets.

- **Accidental damage coverage...** We ensure your organisation always has fully functioning Ascom handsets by guaranteeing cost-free repair/ replacement of accidentally damaged units.

## Software Maintenance Agreement

The Ascom Software Maintenance Agreement ensures applications are always up-to-date with access to the latest software updates and upgrades.

- **Software maintenance agreement...** The service covers remote access for problem-solving. The service team will also ensure your software updates and upgrades to the latest version to minimise the error and facilitate new features.



### Maximise the uptime and performance of your Ascom solution

Based on a wide range of modules, an Ascom Solution Lifecycle Plan (SLP) can be tailored to match your system's role, importance, and complexity. Because it's modular, the SLP can be improved to match your solution as it develops over time.

The exact configuration of an SLP depends on your solution and your organisation's operational and budgetary goals. But Ascom experts are there to help you design the best possible SLP—one that delivers price clarity, maximum system uptime, and peace of mind.

All service packages, regardless of level, include 'certified interoperability' for your Ascom solution.

This guarantees that Ascom systems work trouble-free with specified components from other vendors—significantly reducing the amount of interoperability testing you need to perform.

### Enhance your SLP by adding:

- **Preventive maintenance through system health check...** with an additional scheduled maintenance visit or remote analysis of your Ascom solution, you will receive a report recommending how to optimise your solution's performance.

An SLP comprises a service package, together with the service hours and a response time agreed upon in your Service Level Agreement (SLA):

