ascom

Software Maintenance Agreements for the Unite Platform

Welcome to our NEW Software Maintenance Agreements (SMA)* for Ascom Unite Platform.

We are combining the professional services and support that our customers traditionally rely upon for maintaining mission critical systems and integrating them with a progressive choice of plans to give you greater value and benefits compared to industry standard software offerings.

We build peace of mind. Maximize the uptime and performance of your Ascom solution.

By including the features and benefits that matter most to you we've taken the rigors and stress out of software maintenance. Choose from one of two easy options and spend your time on the other things that impact your work.

ASCOM SMA offers:

*Software Maintenance Agreements replacing traditional Ascom United States TSUMP contracts effective January 1, 2022.

- Unlimited Access to NEW Unite software - Helps ensure you are always ready and compliant with the latest software requirements PLUS helps provide protection against Cyber Security threats
- FREE License and software for an independent test system (3+ year plan)
- Predictable OpEX business expense while helping to minimize internal resource requirements
- Reducing risk by limiting interruptions in workflows and providing more time for patient care
- Locked in pricing, no annual price increases for your contract period (3+ year plan)

Compare and Save on Three Years or More

Contract Terms	1-2 Years	3+ Years
Access to **Major Releases**, which include function and performance improvements and enhancements	✓	✓
Access to **Minor Releases**, which include serviceability improvements, minor performance improvements, hardware conformance updates, and security updates	✓	✓
Access to **Patch Releases**, which include correctional updates needed	✓	✓
Distribution of product related Technical Service Bulletins	✓	✓
Inclusion of labor for Major Releases, Minor Releases, and Patch Releases for Production environment: ■ Consultation to discuss clinical workflow requirements ■ Project Management to schedule and coordinate all upgrade/update activities ■ Implementation Engineering to execute upgrades and configuration tasks ■ End User refresher training and clinical support		✓
Access to Ascom **eLearning catalog**	✓	✓
Access to one free Instructor led **technical training class per year** hosted at the Ascom Academy	✓	✓
Remote and Onsite assistance through Ascom Customer Care for **software application support**	✓	✓
License and software for an independent test system		✓
Locked in pricing for the duration of the contract, no price increases		✓
Full solution upgrades every other year throughout the duration of the contract		✓

Example Unite Solution (350 Beds)

Unite Software/License $132,851 **+** Pro Services Labor $49,728 **=** $182,579

Solution Details: 350 Beds, Unite Core, Unite Connect Modules, and Unite Analyze.

5 Year Comparison

|	Initial Cost	5 Years of SMA	Upgrade Labor*	5 Year Total
Short-Term Annual Plan	$182,579	$176,331	$79,565	$438,475
5 Year Long-Term Plan	$182,579	$152,779	$0	$335,358
Savings		*$23,552*	*$79,565*	*$103,117*

Assumptions

*Upgrade labor is 20% less than original installation costs. Both options above assumes two solution upgrades (years 3 and 5)

Ascom Unite

The workflow orchestration platform

Ascom Unite optimizes workflows. It integrates data and events from source systems—and orchestrates alerts, chats and tasks to enable users on various endpoint platforms (iOS, Android™, web). The result? Improvements in patient/ resident satisfaction, equipment uptime, and productivity. Vendor-agnostic and standards-based, Unite is used in healthcare, high-security facilities, hospitality, retail, and other industries.
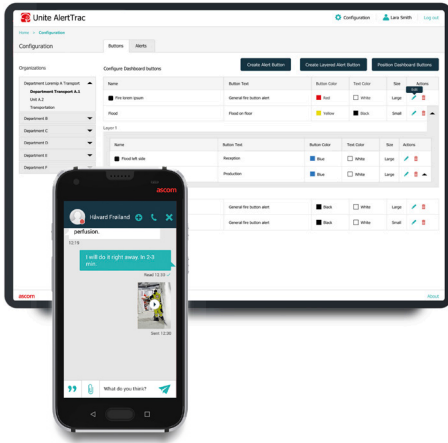
Unite highlights

- Communication and collaboration
- Alert and alarm notification management
- Data management
- Quieter workplaces
- Interoperable
- Operational continuity
- User empowerment
- Modular, scalable

About Ascom

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's global headquarters is in Switzerland with its North American office in Research Triangle Park, North Carolina. The company operates businesses in 18 countries and employs approximately 1,300 professionals worldwide. Visit www.ascom.us and follow @AscomAmericas on Twitter and Ascom Americas on LinkedIn for news.