

NECare Software Assurance FAQs

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

A: At NEC's Software Assurance provides significant value to you beyond the standard software warranty. The software warranty provides very 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.

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 will allow 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 authorised representative, you receive fast, responsive access to support services and resources to quickly address your system issues and maintain business efficiencies – maximising 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. Are there different service level types for Software Assurance?

A: Depending on the platform, there may be multiple Software Assurance coverage options. Such options may include a limit to the number of software upgrades available. For more information contact your NEC authorised representative for the options available to you.

Q. When does the Software Assurance agreement begin?

A: The NEC Software Assurance agreement begins 90 days after initial software activation. NEC realises 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, 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 may 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. Reinstatement fees may apply if you delay the purchase of Software Assurance or if there is a lapse in your coverage.

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 and maintain a current software assurance agreement.

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 on which Software Assurance is offered, NEC requires Software Assurance to be applied to all eligible products. For ease of management, NEC can co-terminate all of the contracts to end on the same date as long as at least one year is purchased. Co-termination will also provide you the opportunity of renewing all products at one time. 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. What if I have multiple NEC authorised representatives servicing my site?

A: NEC will require that a single representative company supports a single site when a Software Assurance agreement is involved. However, if you would like to switch your representative company, your new representative can fill out the proper paperwork and submit along with a letter from you to NEC from you to verify your intent to switch representatives.

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 authorised representative will be responsible for obtaining this for your site when the new software becomes available.

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 authorised representative when it is time to renew your Software Assurance contract. In addition to your NEC authorised representative notification, you will receive a letter of expiration via email. The email address NEC uses to send the notification is provided by your representative upon execution of the End User License Agreement.

Q. I have an SV8000 series product, why should I continue to buy Software Assurance on the SV8000?

A: NEC will be providing new versions of software for the SV8300 and SV8500 until an End of Support date is announced. NEC will not be providing any additional major releases on the SV8100, however we will continue to provide support on the SV8100 until an End of Support date is announced. Therefore, we are currently offering Software Assurance for one, two and three years on the SV8000 products. Furthermore, if you have existing coverage on your SV8000 and migrate to an SV9000 product, your existing coverage will be applied to the new platform thus ensuring you continue to get value out of your existing investment.

Q. I have an SV8000 series product but I plan to migrate to an SV9000 series product, what will happen to my Software Assurance coverage?

A: If you have more than one year of Software Assurance coverage remaining on your SV8000 series product, when you migrate the remaining coverage will be applied to the new SV9000 series product. If you have less than one year of Software Assurance coverage remaining on your SV8000 series product, you will need to purchase additional coverage for the SV9000(s), but the remaining time will also be applied in addition to the newly purchased coverage.

Q. How do I subscribe to Software Assurance?

A: Contact your NEC authorised 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 – contactus@nec.com.au or contact your local NEC authorised representative.

For more information, visit au.nec.com, email contactus@nec.com.au or call 131 632

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

Australia
NEC Australia Pty Ltd
au.nec.com

North America (USA)
NEC Corporation of America
www.necam.com

Asia Pacific (AP)
NEC Asia Pacific
www.nec.com.sg

Europe (EMEA)
NEC Enterprise Solutions
www.nec-enterprise.com

NECare Assurance FAQs | v.19.05.16

NEC Australia Pty Ltd reserves the right to change product specifications, functions, or features, at any time, without notice. Please refer to your local NEC representatives for further details. Although all efforts have been made to ensure that the contents are correct, NEC shall not be liable for any direct, indirect, consequential or incidental damages resulting from the use of the equipment, manual or any related materials. The information contained herein is the property of NEC Australia Pty Ltd and shall not be reproduced without prior written approval from NEC Australia Pty Ltd.

Copyright © 2016 NEC Australia Pty Ltd. All rights reserved. NEC, NEC logo, and UNIVERGE are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All other trademarks are the property of their respective owners. All rights reserved. Printed in Australia. Note: This disclaimer also applies to all related documents previously published.