commend

STAY AHEAD WITH COMMEND'S

SOFTWARE MAINTENANCE AGREEMENT

Commend's Software Maintenance Agreements (SMA) are your gateway to keeping your unified communication system secure, up-to-date, and running smoothly. Designed with a focus on cybersecurity and enhanced functionalities, our SMAs are tailored to meet the evolving needs of your business.

Commend Americas

ROBUST SECURITY UPDATES

In an era where cybersecurity threats are ever-present, safeguarding your communication systems is paramount. Commend SMA ensures you receive:

- **Timely security patches** to fortify your system against vulnerabilities.
- Continuous protection for your data and communication channels from potential breaches.

COMPREHENSIVE BUG FIXES AND FEATURE UPDATES

Software perfection is a moving target. With Commend SMA, you are always equipped to:

- Receive immediate bug fixes to **maintain system stability.**
- Access the latest features and technological advancements, keeping your software at the forefront.

SEAMLESS COMPATIBILITY

Technology is fast-paced, and keeping up is crucial. Commend SMA guarantees that your software remains:

- **Compatible with new hardware,** operating systems, and third-party applications.
- Aligned with technological changes, ensuring uninterrupted operations.

LONG-TERM SUPPORT AND PLANNING

With a Commend SMA, you're not just getting a service but a commitment to long-term support. This means:

- **Peace of mind** knowing that your software will be continuously maintained.
- The ability to strategically plan for your software's future without unexpected disruptions.

COST PREDICTABILITY

Budgeting for IT can be challenging. Our SMA offers:

- **Predictable costs**, allowing for accurate financial planning.
- A structured fee model, eliminating the need for ad-hoc payment surprises.

Tiers	1 Year	3 Year	5 Year
Commend STUDIO	15%	12%	10%
Commend VirtuoSIS	15%	12%	10%
Hardware Service Pack	S3	S3	S6
Annual Cost	$846	$846	$1,336

Flexible SMA Options
Commend offers tailored SMA packages to suit your business needs:
- 1, 3, or 5-year agreements for both Commend VirtuoSIS and Commend Studio.
- Flexible models based on the percentage of activated licenses.

Hardware Service Package
Pair your SMA with our Commend Hardware Service Package for:
- Extended warranty coverage for S3 and S6 appliances.
- Comprehensive protection for your hardware and software licenses over the length of the contract.

Value-Added SMA from Day One
1-Year SMA Included with License Purchase.
All new Commend licenses come with a 1-year integrated SMA, offering you:
- Immediate access to upgrades and security updates from the start of your partnership.
- The option to extend your SMA for 1, 3, or 5 years after the initial period, ensuring continued support and protection.

CHOOSE COMMEND FOR COMPREHENSIVE, RELIABLE SUPPORT

With Commend's Software Maintenance Agreement, you are choosing a partner dedicated to the ongoing success and security of your communication system. Experience the peace of mind that comes with knowing **your investment is always protected and supported** by industry-leading maintenance and service.

Contact Us Today to Learn More and Secure Your SMA!

commend.com

TRUSTED. COMMUNICATION. ALWAYS.

Quality-tested. Reliable. Well-designed. COMMEND products are developed and manufactured by Commend International in Salzburg, Austria. Our development and manufacturing processes are certified as per EN ISO 9001:2015 and per IEC ISO 27001.

COMMEND AMERICAS

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