

# XpressCare<sup>®</sup> Program

## Software Protection and Maintenance

The XpressCare program provides full software maintenance for your CallXpress<sup>®</sup> system. XpressCare helps to maximize the benefits of your system through continuous software improvements and proactive service. This ensures optimal software performance, continued stability, and on-going compatibility, which equates to increased customer satisfaction and smooth operations.

### Leveraging New Technology

AVST products help you get the most of Unified Communications technology, both now and in the future. New developments in high availability, voice over IP, unified messaging, speech recognition and enhanced mobility help you leverage technology to gain competitive strides. That's why it's important to run the current version of AVST products, so you can take full advantage of new efficiencies.

### Making Budgeting Easier

XpressCare is an important component of your AVST investment. XpressCare provides a pricing structure that takes the guesswork out of budgeting for software upgrades, and offers discounts for multi-year plans. Put simply, XpressCare makes economic sense. And you can be assured that your AVST system will continue to meet your business objectives in a cost-effective way. The chart below illustrates the cost savings of an annual XpressCare plan over the cost of an upgrade every other year:

### Keeping Your System at Top Speed

XpressCare is the easy way to remain current — it provides all major and minor upgrades to your software as they are released. XpressCare helps keep your system “tuned up” and running smoothly. When AVST releases a new software version, XpressCare guarantees that you will receive all the latest software for your system.

### Receiving Top-Notch Technical Support

A key component to the quality of our support services is our global network of Authorized AVST Resellers. These trained and certified technical experts provide local support for AVST products.

With XpressCare, your AVST Reseller has access to the highest level of technical support from AVST. If technical issues require escalation, AVST Technical Support offers a formal escalation procedure in order to quickly resolve system issues. Systems covered by XpressCare receive full software maintenance, which includes resolution to software-related system issues. Our highly

## FEATURES

- Reduce upgrade costs
- Simplify budgeting with annual renewals
- Maintain compatibility with other network applications
- Protect your software investment
- Access to AVST Technical Support through an Authorized AVST Reseller
- Access the CallXpress User Group and online User Forum

skilled staff offers years of telephony, voice, speech and data experience to assist reseller technicians in resolving issues quickly and efficiently.

**XpressCare is the best way to:**

- Gain peace of mind by securing your system's ability to grow with new demands.
- Gain access to complete technical application support offered through AVST's worldwide network of Authorized Resellers.
- Reduce the cost of ownership of your software applications by taking advantage of AVST expertise and knowledge.
- Increase customer satisfaction by maximizing application availability, reliability and stability.
- Ensure your system benefits from the latest software application functionality – security, performance, and more.
- Gain free access to the CallXpress User Group and online User Forum where you can network with your peers and contribute to the development of AVST products.

**XpressCare Plans**

XpressCare is available in 1-5 year plans, at the time of initial sale and for annual renewals.

**About AVST**

Companies both large and small have been turning to CallXpress from AVST due to its superior dependability and unparalleled interoperability. CallXpress delivers advanced call processing, voicemail, unified messaging, personal assistant, speech, fax, and notification to help organizations increase user and business productivity. If your company is looking for dependable Unified Communications solution, consider CallXpress. CallXpress has proven it unsurpassed reliability to over 10 million users worldwide.

For nearly 30 years, AVST has been shaping the evolution of communications. As the world of communications advances, you can be assured that the award winning products from AVST have your future covered. To learn more visit [www.avst.com](http://www.avst.com).