

XpressCare[®] Program

Software Protection and Maintenance

The XpressCare program provides full software maintenance for your CallXpress[®] or Repartee[®] system. XpressCare helps to maximize the benefits of your solution 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 the Latest Technology

AVST products help you get the most out of Unified Communications technology, both now and in the future. New developments such as high availability, virtualization, voicemail-to-text, voice over IP, unified messaging, speech recognition and enhanced mobility help you expand the functionality of your system 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. In addition, an active XpressCare plan ensures the ability to register for online technical training through an authorized reseller.

Making Budgeting Easier

XpressCare is an important component of your AVST investment, providing you 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.

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

AVST has assembled a global network of resellers who are trained and certified to provide local support to customers. With Standard 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 Standard XpressCare receive full software maintenance, which includes resolution to software-related system issues. Our highly skilled staff offers years of telephony, voice, speech and data experience to assist reseller technicians in resolving issues quickly and efficiently.

FEATURES

- Reduce Upgrade Costs
- Simplify Budgeting with Annual Renewals
- Maintain Compatibility with other Network Applications
- Protect your Software Investment
- Access to Online Training

XPRESSCARE PLANS

- Standard XpressCare for Access to AVST Technical Support through an Authorized AVST Reseller
- Premium XpressCare provides Direct Customer Access to AVST Technical Support and Unlimited Access to Online Technical Training

Premium XpressCare

Premium XpressCare is available for qualified customers who require direct access to AVST Technical Support and who have met the technical requirements (customer maintains two employees who have completed AVST online technical training). Premium XpressCare includes all the benefits of a standard XpressCare plan, but also offers direct support to enterprise customers as well as unlimited access to online technical training.

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.
- Ensure access to online technical training when needed.
- 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.

XpressCare Plans

XpressCare provides software version upgrades at no charge during the life of the plan. Choose from Standard XpressCare or Premium XpressCare plans. XpressCare is available in 1-5 year plans, at the time of initial sale and for annual renewals.

XpressCare Benefits	Standard	Premium
Free software upgrades during plan term	✓	✓
Access to AVST Technical Support through Authorized Reseller	✓	✓
Access to Online Technical Training	✓	unlimited
Direct access to AVST Technical Support during business hours		✓

About AVST

Applied Voice & Speech Technologies, Inc. (AVST) is a leading developer of Unified Communications solutions with over 15 million users relying on its products and services to maximize their productivity. With three decades of innovation excellence, AVST is solely focused on delivering communications solutions that increase individual, group and enterprise productivity. Its flagship Unified Communications platform, CallXpress, offers best in class interoperability, scalability and resiliency while delivering [advanced call processing](#), [voicemail](#), [unified messaging](#), [personal assistant](#), [fax](#), [speech](#) and [notification](#) capabilities. With CallXpress, an organization can uniquely protect and extend its existing IT and telephony infrastructure investments— now and into the future. To learn more visit www.avst.com.

© 2012 Applied Voice & Speech Technologies, Inc. (AVST). No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, adapted, or translated into any language in any form by any means without the written permission of AVST. Trademarks, service marks, products names, company names or logos of AVST are protected by trademark and other laws of the United States, as well as international conventions and the laws of other countries. Other such properties that are not owned by AVST may not be used without the express permission from their owners. February 2012.