



Alcatel-Lucent OXO Connect

Why renew your OXO Connect Software Assurance contract?

Alcatel-Lucent
Enterprise

Offer your customers optimal service

Business leaders are transforming their SMBs to **grow and compete in a digital environment**, with just a few clicks. However, there are many challenges including: How to **better satisfy customers** in the era of digital transformation. How to **attract and retain competent staff**. How, with a limited budget, to evolve the **work environment** so that it is safe and compliant with **technological** (RTC, cybersecurity) and **regulatory** (GDPR) requirements.

ALE offers SMBs the opportunity to **transform their business communications** with OXO Connect. This unique approach, based on a **hybrid cloud** solution, provides a **communication system connected to the cloud**, at the heart of their customer relations, enriched with innovative cloud services for **software updates**, **mobility** and **collaboration**.

Software Assurance: Security and customer satisfaction



1

Unlimited updates

Software Assurance (SA) includes **system updates**, including **major releases**.

Your **customers benefit from** all the latest ALE features including: **Alcatel-Lucent Rainbow™ evolutions**, **new SIP trunking**, **latest generation of phones and DECT IP**.

Build customer loyalty: No more negotiations regarding the evolution of their systems! The update is included in the SA.

2

Access to the Rainbow cloud offer: All mobile and video communications

Your customers communicate through a **single number**¹: their **office becomes mobile**.

Your customers hold remote video meetings¹ with their collaborators and external contacts.

Your customers appreciate the **simplicity**: 1 single Rainbow application to communicate, **work on projects**¹ and meet remotely¹.

3

A secure solution from the market leader

Remote software upgrades provide OXO Connect evolution and **protect against cyber attacks**.

Take advantage of market leading ALE **secure cloud services**, **hosted in France** and **ISO 27001 certified**: Your customer data is safe.

Your customers benefit from a **GDPR compliant system**.

¹Requires an additional subscription

Software Assurance lets you enrich your service offering and provide your customers with access to Rainbow to ensure business continuity: easy telecommuting, a collaborative video environment, remote client meetings.

Alcatel-Lucent OXO Connect: Software Assurance

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Software Assurance (SA) includes:



24/7 ALE support



Unlimited software updates

	OXO Connect covered by SA	OXO Connect not covered by SA
Software update	Unlimited, including major versions	Limited to patches for the current version
Cost to open a support ticket	0 €	4000 €/ticket
Access to the knowledge base	Yes	No
Cost to upgrade OXO Connect to a major version (upgrade)	Free	Purchase and upgrade not possible because not covered by SA
SA validity	Renewal of 2, 3 or 5 years from the end of the active contract	Recovery of years past due from the date of termination of coverage and beyond for a maximum of 5 years

Predictive cost: 1,2,3 or 5 years

How much does an SA renewal cost?

Average 2,50€/UTL/year

Example: an SMB with 50 employees renews the SA for 2 years:

Renewal of the SA: 250€ WPL

(5€/UTL/2 years * 50 UTL)

How much does a migration with SA subscription cost?

Example: Upgrading an Alcatel-Lucent OmniPCX® Office R10 and 50 employees to OXO Connect R4.0

Upgrade required and 3-year commitment 775€ WPL + 375€ WPL

Migration: 125€ (software migration) + 13€/UTL * 50 UTL (migration licenses)

+ Subscription SA: 7.50€/UTL/3 years * 50 UTL