

Protect and optimize your Ascom software platform

Assurance for mission-critical clinical communications

*Ascom software enables mission-critical clinical communications, interoperability, workflow automation, analytics and collaboration across the healthcare enterprise. **Software Maintenance Plans (SMA)** help protect that investment by keeping your software secure, supported and current throughout its lifecycle.*

Built for healthcare technology leaders

Maintain a secure, supported software environment that helps reduce cybersecurity risk and simplify compliance with organizational security initiatives.

Protect your connected clinical ecosystem

Maintain compatibility with Epic, Oracle, Microsoft environments, mobile operating systems, medical devices and third-party integrations.

Predictable lifecycle management

Plan software lifecycle investments with expert support and predictable operating costs while reducing upgrade complexity.



Today's healthcare environment is constantly evolving

Cybersecurity threats, operating systems, clinical applications, integration standards and regulatory expectations continue to change. Ascom SMA helps healthcare organizations confidently adapt to these changes while maintaining software performance, compatibility and operational continuity.

One SMA. Three levels of support

Whether your priority is support, proactive software lifecycle management, or strategic platform services, Ascom offers three SMA plans designed to match your organization's operational and technical needs.

SMA Entitlements	Bronze	Silver	Gold
Access to current software licenses	✓	✓	✓
Remote support (business hours)	✓		
Remote support (24/7)		✓	✓
System administrator training		✓	✓
Standard software upgrade services (like-for-like in place software upgrades with training documentation)		✓	
Test and validation environment (licenses only)		✓	
Dedicated customer success and support manager		✓	✓
Remote monitoring of Ascom software		✓	✓
Proactive environment monitoring			✓
Managed upgrade and migration services (software upgrades, migrations, hardware removal and training)			✓
Test and validation environment (licenses and services)			✓

Why healthcare organizations invest in Ascom SMA

- Stay secure
- Keep clinical systems current
- Protect critical communications
- Maximize software ROI
- Strengthen operational resilience

Why maintain active SMA coverage?

Without active maintenance coverage organizations may experience:

- Delayed response to cybersecurity vulnerabilities
- Unsupported software releases
- Integration incompatibilities following Epic, Oracle or Windows OS upgrades
- Increased upgrade costs and delayed support

Note:

- Flexible 1-, 2-, or 3-year coverage options
- For non-SMA customers technical assistance is available on a time and material basis

- Customers are eligible for one upgrade per contract, unless a contractual exception is in place
- Ascom does not guarantee that an upgrade will be performed during every contract cycle

ascom

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About Ascom

Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.

We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.