



Polycom® Certified Service Partner (CSP) Program

Industry-leading Best-in-class service and support

Benefits

Ensures top quality service

- High customer satisfaction
- Comprehensive service coverage
- Highly knowledgeable and responsive service and support staff

Unparalleled service and support capability

- Technical expertise
- Investment in infrastructure, resources and people

Backed by Polycom Global Services

- Escalation standard
- Software updates and upgrades

Specific CSP requirements include:

- Polycom product technical training and testing
- Industry and network certifications
- Score of at least 90 percent on the bi-annual Customer Satisfaction survey
- Post-sales technical support lab facility
- Committed Technical Support delivery response times
 - 24 x 7 technical support (maximum one-hour call back)
- On-site service capability
- Electronic Support
 - Knowledge Base database
 - Accept electronic calls to tech support
 - Compliance with technical support escalation policy
 - Call management database

Polycom's number one goal is to ensure a high level of consistent service and support for customers.



When customers buy service from a Polycom CSP certified partner they can be assured that those partners have the knowledge, training, commitment and backing from Polycom to meet their conferencing and collaboration technology requirements.

CSP certifies Polycom's channel partners who provide best-in-class service and support. This means that whenever you need an expert to help design, install, and maintain your video conferencing system, just call a Polycom CSP partner. It's that simple.

The CSP program requires Polycom channel partners to provide the support infrastructure necessary to ensure sophisticated, high-quality service and support for customers. For example, many of our CSP's not only understand IP networks, they are also able to configure an efficient video system running over an IP network

To achieve and maintain their certification, Polycom partners must meet a rigorous combination of Certified Video Conferencing Engineer (CVE) and industry network certification requirements including technical training and testing on products they resell from Polycom. Partners must also meet strict service performance metrics that measure the overall satisfaction of their customers. These stringent standards make Polycom's CSP certification one of the most comprehensive in the industry.

In addition, Polycom works closely with CSP partners during and after certification, to ensure a high level of proficiency is always maintained. All this means that you can rely on your local CSP expert to deliver consistently excellent support for all your Polycom products.

The Polycom Certified Service Partner Program enables you to access the power of Polycom unified collaborative communications (UCC) solutions.

With the greatest breadth and depth of integrated video, voice, and Web solutions, only Polycom delivers the ultimate communications experience. Our market-leading conferencing and collaboration technologies, supported by world-class service, enable people and organizations to maximize their effectiveness and productivity. Add to that the most experience and proven best practices in the industry, and it's clear why Polycom has become the smart choice for organizations seeking a strategic advantage in a real-time world.



Connect. Any Way You Want.



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