



DATA SHEET

Polycom Global Services

Elite Service

Personalized, proactive support for your complete video conferencing solution

Polycom Global Services understands that your communications environments become more interdependent within your IT infrastructure as you unify your communication solutions. At the same time, business processes are shifting to rely heavily on virtual collaboration tools. As a result, your unified communications (UC) environment becomes more important, even mission critical. It is key that the team supporting you is familiar with your unique environment and needs. Elite Service provides a holistic support strategy beyond individual products that optimizes the performance of your solution and increases your return on investment.

Elite Service is a proactive, personalized, high-touch support service that assists you in managing your dispersed Polycom environment around the world, provides resources to manage your day to day technical requests, and keeps an eye on your Polycom investment, in its entirety.

Elite Service provides the following

Business Relationship Manager (BRM)

As an Elite customer, you have a BRM assigned to your account to help enable your success, support activities and pro-actively provide information and advice. As the customer advocate within Polycom, the BRM is your single point of contact to initiate, manage, and report on all Elite Service activities and to provide escalation management for engineering, service, and product management issues. Your BRM also provides continuity of information between teams, and coordinates regular status meetings to provide updates on open issues, in partnership with your Polycom's assigned Remote Technical Support Engineer.

Remote Technical Support Engineer (RTSE)

The RTSE is your key technical resource. The RTSE manages escalations, updates the BRM, offers recommendations for deployment planning, version control for software and hardware product upgrades (to minimize any risk and impact on your production environment), and oversees remote deployment of system upgrades.

24x7 account-specific and prioritized technical support access

Elite Service includes account-specific phone access to the customer support team familiar with your deployment who assist in solving issues by phone. 24x7 support is available around-the-clock, 365 days a year.



Benefits

- Minimize down time and risk with our proactive, high touch solution support
- Speed up resolution and system up time with familiar customer solution assigned resources
- Gain priority access to technical support, 24x7—Most beneficial for mission critical environment
- Visibility into how the video solution is being used—Enhance user experience, increase video adoption and help you to maximize return on investment

Software maintenance update assistance

Your Elite team keeps you up to date on the latest releases and how they apply to your organization.

Upgrade management

A Polycom engineer works with you to recommend, plan and oversee remote deployment of all Polycom hardware and software product upgrades. This service identifies interdependencies and potential issues to minimize risk and impact on your production environment.

Entitlement coverage

To give you an overview of your collaboration tools, your Elite team catalogs all infrastructure, network, and endpoint hardware in your Polycom environment.

Program reviews

Your Polycom BRM conducts regular status meetings with your assigned point of contact, addressing items such as business objectives, program status, actions, and new initiatives. Topics may include reports of the number of cases opened, number of RMAs opened, specific cases opened with their status and action plans, and specific cases closed with their resolutions.

How To videos

With a library of short video tutorials, Polycom users have on demand access to the information they need to understand how to use the Polycom solutions.

Root cause analysis

On request, your Elite team executes preventative measures to identify the cause of priority one issues and recommends remedial steps to help avoid reoccurrence of the same issue.

Monthly Utilization Report

On request, Polycom provides a Monthly Utilization Report for all endpoints covered under the Elite contract. This standardized report is based on the "Endpoint Usage Report" as provided to your organization from your Polycom gatekeeper (Resource Manager) system for the previous month. This report summarizes the total number of calls and minutes as well as utilization statistics for each Polycom video endpoint registered to the gatekeeper from which Customer Detail Records (CDRs) are available from the previous month.

You also receive the deliverables of Premier Services which include:

- Advance parts replacement—Provides expedited replacement of all covered, failed hardware parts. If technical phone support determines that there is a hardware part failure or if there is an obvious malfunction, a replacement part will be dispatched on the same day for next business day delivery. Local pick-up time restrictions and customs delays may affect actual delivery time in some regions.
- Major software releases—Provides you with major features and functionality. You can download these at your convenience or set up automatic downloads.
- Upgrades and updates—Software upgrades and updates provide minor features and correct software errors. You can download these at your convenience or set up automatic downloads.
- Online support—Provides access to Polycom's extensive technical KnowledgeBase, including technical tips, search and query functions, access to software downloads, an RMA resource page, software activation assistance, frequently asked questions (FAQs) and many other features.

Onsite support option (optional)

With Premier On-site service, an engineer comes to your site to resolve technical problems that cannot be resolved remotely.

4-hour response option (optional)

With 4-hour response service, Polycom speeds up the parts delivery and response within 4 working hours by our Field Service Engineer. This service is currently available only in selected cities.

Video Network Readiness Service (optional)

Available as an optional fee-based service, Polycom can provide an assessment of your video deployment and network design which is compared to Polycom best practices, identifying areas where changes could be made to ensure a reliable, high quality video service over your network. A test tool is deployed to analyze the current network implementation to identify areas where the network is not currently able to provide consistent high-quality support. This tool will remain deployed on an annual subscription basis for customers to use. Clear, prioritized and actionable recommendations are presented at the conclusion of the engagement and documented in a comprehensive written report.

Polycom® RealAccess™ Platform application consulting (optional)

Customers may opt to purchase the Polycom RealAccess Platform application annual subscription which includes Asset Management and Analytics tools. If purchased, the BRM will use a consultative approach and provide analysis and recommendations to the customer based on the findings and historical data analysis provided through the Polycom RealAccess tools.

Additional resource options

Additional BRMs and RTSEs are available to provide enhanced support for Elite customers with highly decentralized Polycom solutions. Additional charges apply for this option. Please contact your Polycom Service Sales Representative for additional information.

Need more help?

If there are other areas where you need assistance, please ask our Services Sales Representatives who can provide information on additional services available.

- Do you need dedicated on-site technical expertise?
- Do you need visibility on your solution usage on a daily basis?

- Do you need help increasing the usage of your solution?
- Is your solution becoming unwieldy and you need to optimize performance?

Polycom offers services to solve these problems and more.

All Polycom equipment in your environment must be covered under one Elite Service contract. Elite Service must be purchased with your chosen Premier Onsite or Premier contract. It is important to note that all equipment covered by Elite will be eligible to receive the latest software upgrades as released, enabling you to take advantage of developments as they are released and allowing you to easily manage any upgrade program.

Learn more

Polycom Global Services offers a wide variety of services worldwide, including consulting and support services. For more information, please contact your Polycom Service Sales Representative or visit the “Services” and “Support” sections on www.polycom.com.

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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