



DATA SHEET

Polycom Advantage Plus service

Advantage Plus provides an evolutionary approach that delivers a tailored fit with individual organizational support needs. Designed for larger organizations with mission critical Polycom Infrastructure solutions, Advantage Plus is a modular service built on top of an active Polycom Advantage service agreement. This modular approach enables you to better match your IT needs with a solution that is targeted, tailored and flexible.

Advantage Plus modules

Business Critical Support¹



Business Critical Support (BCS) is intended to provide the highest level of response and resolution for organizations seeking the maximum degree of video network performance. Augmenting features of the Advantage service program and your own IT organization, BCS provides access to a specialized team of Polycom technical, managerial and administrative experts who can rapidly diagnose problems

when they occur, and provide quality analysis of underlying causes of critical issues which may impact your business. The service includes software version update and upgrade recommendations, as well as notification of any published security issues that could potentially affect your Polycom solution.

Technical Telephone Support

Polycom will provide you with specific instructions and a unique access number to contact your regional BCS team resources.

Escalation Management

Your Escalation Manager ensures consistent problem diagnosis processes (including a formal action planning process) are utilized, all designed to minimize downtime, include your participation, improve communication, and drive rapid hassle-free problem resolution.

Software Version Recommendations

Polycom will communicate new software releases to you once they are made generally available, and review and make recommendations concerning the new release and its impact on your environment.



Benefits of Advantage Plus

- Get the highest level of response and resolution to service requests
- Receive more proactive and consultative support from Polycom subject matter experts
- Enjoy a closer business and technical relationship with Polycom
- Meet your specific business success criteria, e.g. higher video utilization, improved experience, network stability etc.
- Maximize ROI by increasing successful enterprise-wide adoption of your video solution
- Reduce risk and the impact of changes throughout the Polycom solution lifecycle
- Augment your internal IT resources with conferencing and collaboration solutions expertise
- Get more than 85% of possible issues resolved proactively and remotely
- Enjoy continual improvement with tools that provide for greater scalability and predictive operational intelligence
- Select only the modules that meet your business needs

Advance Parts Replacement

This provides replacement of all failed hardware parts as covered in your active Polycom Service agreement. If Polycom's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, they will be shipped by Polycom for next business day delivery (Monday through Friday) for advance replacement using an expedited carrier service. Optional on-site and 4 hour response programs are available.

Polycom Support Portal

An enhanced support portal, available 24x7 that provides access to Polycom's extensive technical knowledge base, including technical tips, search and query functions; access to the latest product documents and software downloads; an RMA resource page, product registration, and many other features.

Infrastructure Remote Monitoring²



Infrastructure Remote Monitoring (IRM) is delivered by Polycom's Cloud Management Center and provides always-on 24x7 remote monitoring of Polycom Infrastructure products, allowing for faster problem identification and resolution with minimal or no customer involvement. The goal of the service is to provide higher reliability and uptime for mission critical Polycom RealPresence® solutions, and decreased demand on your internal IT resources. By creating and improving tools to allow for greater scalability and predictive operational intelligence, your Infrastructure continues to improve through use of the service.

Onboarding Process for Remote Monitoring – VPN

Provides for a Release Engineer to manage Polycom's onboarding process to bring your monitoring service online.

Active Monitoring

Provides greater than 50% proactive detection rate. Devices are actively polled via SNMP and/or API at predetermined intervals to determine the health of the devices based on their alarm profiles.

Passive Monitoring

All alarms associated with SNMP traps based on the device alarm profile will be monitored. Pre-defined alarm threshold levels will be created for each monitored device, and critical alarms will be identified.

Alarm Suppression and Correlation

Multiple alarms may be suppressed and correlated into a single incident, with all relevant subsequent alarms being posted against this incident.

Error Log Retrieval and Analysis

Upon identification of a problem, Polycom will pull system log files remotely for analysis, providing quicker time to problem resolution.

Technical Account Management³



Technical Account Management (TAM) is a proactive, personalized support program developed for enterprise accounts with mission critical Polycom solutions that are seeking a consultative relationship with Polycom. The goal of your assigned Technical Account Manager is to help you grow, manage and optimize your Polycom investment and achieve your desired business outcomes. Polycom's proactive, highly technical account management teams understand your Unified Communications and Collaboration environment and will build a long-term business relationship by providing technical consulting and best practices that help you grow, manage and optimize your Polycom investment.

Customer Advocate

Your TAM is dedicated to the success of your organization, and acts as a facilitator between you and Polycom. TAMs are trained in cross-functional roles and empowered to provide assistance in all areas of your business. Your TAM may also assist with non-service-related activities that require access to Polycom resources by providing direction or introduction to internal Polycom tools, resources or personnel. Your TAM will also ensure that all management and service program deliverables meet your organization's success requirements through quality, on-time services that are in accordance with current Polycom SOPs, policies and practices.

Program Reviews

Your TAM will conduct Service Program Review meetings with your designated representative, typically on a quarterly basis.

Software Releases

The TAM will work with you to document your typical video conference business profile and use case scenarios (i.e. Lync environment, SIP, VMR). With this information, the TAM will communicate relevant new software release information to you once such releases are made generally available.

Monthly Utilization Report and Review

If you have deployed a Polycom product that provides Call Detail Records (CDRs), the TAM will provide and review a Monthly Utilization Report. This standardized report will be based on the Endpoint Usage Report as provided by your Polycom Infrastructure (Resource Manager) system for the previous month. It will summarize the total number of calls and minutes, as well as utilization statistics for each Polycom endpoint registered to the Polycom RM for which CDRs are available.

Every six months, Polycom can also provide a benchmark summary showing your usage compared to other Polycom customers. Your TAM will analyze your utilization report and provide best practices on how to set goals for improving the adoption and utilization of video as a way to improve business efficiencies and deliver richer collaboration experiences.

Adoption Services

The TAM service provides, for the duration of the service, access to a standardized portal that will serve as a centralized resource for end user training information on the use of Polycom video conferencing solutions. Portal access is provided for up to 200 email addresses.

Service Quality

As your customer advocate, your TAM is committed to the highest quality in all aspects of the TAM service program. During regularly scheduled meetings, the TAM will report on key performance metrics that have been defined as part of the program's Service Level Objectives (SLO). The TAM will compare performance results to your SLOs and coordinate resolution efforts that may include management of risk, contingencies and other issues.

Advantage Plus support requirements

Advantage Plus service requires all Polycom Infrastructure to be covered under an active Polycom Advantage Service agreement. For more information on Advantage and other Polycom services programs, please contact your Polycom Services Sales Representative or visit the Services and Customer Support sections on www.polycom.com.

- ¹ **BCS** requires all of a customer's Polycom Infrastructure systems to be covered by the Advantage service program. Advantage service coverage is only required for Infrastructure. However, customers are encouraged to maintain coverage on all Infrastructure and endpoints.
- ² **IRM** provides always-on remote monitoring of Infrastructure devices installed on customer premises, for which all on-customer premise devices must be covered by a Polycom Advantage and a Business Critical Support contract.
- ³ **TAM** is a global value added service option which is only available to customers that maintain an active Advantage support agreement on their entire core Infrastructure solution.

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www.polycom.com/polycom-capital

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 415,000 companies and institutions worldwide defy distance with secure video, voice and content solutions from Polycom to increase productivity, speed time to market, provide better customer service, expand education and save lives. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience, enterprise-grade solutions, the broadest multi-vendor integration and customer choice.

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