



DATA SHEET

Polycom® Global Services

Polycom Advantage Service

Whether you are a large enterprise or a medium-sized or small organization, Polycom understands that your communications environments are growing and that they are becoming more interdependent within your IT infrastructure. As your environment grows and you unify your communications, your support needs also change and develop.

Like all organizations, you want to maximize your technology investments and make sure your users receive the best possible experience. You also want more visibility into how your video conferencing investments are being used and how to address issues or challenges in a timely manner.

You may not have in-house technical experts for all your communications needs, but when you need external assistance, you can choose Advantage Service to help you manage your Polycom solution.

The right level of support to fit your needs

Polycom Advantage Service is an enhanced support offering that is focused on maximizing value and availability for your entire Polycom video solution. As your communications strategy becomes mission critical, Advantage Service provides access to some of Polycom's advanced service capabilities including:

- Monthly utilization reports and periodic benchmark reports
- Polycom's hosted Adoption Portal Starter Edition for up to 100 end users
- Priority 24x7 telephone access to Polycom Technical Support

Advantage Service provides a self-service approach to increasing end user adoption of your video investment, valuable and actionable information on the status and utilization of your collaboration solution, and faster time to problem resolution.



Benefits

- Increases the success and return on investment of video collaboration products
- Provides insight into video usage to help make timely and informed decisions about capacity, scale and additional investment
- Gives priority access to experts and support when needed to speed problem resolution

Features

Utilization reports

Advantage Service also includes Monthly Utilization Reports. This standardized report is based on the "Endpoint Usage Report", exported and submitted to Polycom by the customer, from Polycom® RealPresence® 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 RealPresence Resource Manager system from CDRs available from the previous month.

Benchmark reports

Polycom will provide a benchmark report to the customer every six months. This standardized report is based on the "Endpoint Usage Report", exported and submitted to Polycom by the customer, from your RealPresence Resource Manager system. This report, however, focuses on key metrics that are benchmarked against other corporations that utilize video as part of their collaboration strategy. The report measures and focuses on utilization, utilization regularity, success rate, network readiness, HD experience, and MCU utilization.

Polycom RealAccess™

Asset Management Service is available to all qualified Advantage customers. For more information on Polycom RealAccess please reference the separate data sheet available.

Adoption Portal Starter Edition

Advantage Service customers will be given access to the Polycom Adoption Portal for up to 100 email accounts. The adoption portal provides on-demand videos and self-service tools on how to utilize video capabilities.

Priority access

Advantage Service customers will enjoy the benefits of priority access to a team of product specialists. Customers will be able to circumvent wait times against other basic support customers, allowing faster speed to problem resolution.

24/7 Technical telephone support

Customers will receive an Advantage Service specific telephone number per region that allows you to receive 24x7

telephone support for their Polycom video solution. Cases may be handled during 24x7 hours or during 8x5 business hours based on severity level.

Online support

Online support provides access to Polycom's extensive technical knowledge base which includes 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.

Software updates and upgrades

All equipment covered by Advantage Service will be eligible to receive the latest software updates and upgrades. Software upgrades provide you with major features and functionality releases. Software updates correct software errors. You can download these upgrades yourself when ready or set up automatic downloads.

Advance replacement of parts

This feature 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 times in some regions.

On-site support

On-site support is an optional service where an engineer will go to the customer's site to resolve technical problems that cannot be resolved remotely. Note that on-site support is not available in all regions.

Support services are required for all Polycom software and hardware solutions for the first year. Polycom offers a portfolio of support services from our basic Premier level to our Elite Services for our largest customers. Advantage Service is the ideal support level for most customers and requires all of your Polycom infrastructure video products, including product options, to be covered by Advantage Service. Advantage Service level is also recommended for your video endpoints.

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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