



DATA SHEET

Polycom Global Services Immersive Telepresence Support

The experience to protect your investment

Polycom Global Services has been providing support and services to communications and collaboration customers more than 25 years. When Polycom and its Partners support your environment, we can help you maximize your company’s usage of immersive telepresence with optimal uptime so you gain a fast return on your investment (ROI).

ImmersiveCare support: Keeping an eye on your investment

With ImmersiveCare, we strive to exceed your support expectations and to maximize your Polycom® RealPresence® Immersive Studio™, Polycom® Open Telepresence Experience® (OTX®) systems and all other Polycom Immersive Telepresence solutions. Proper maintenance helps ensure your solution performs optimally. As a result, you maximize your use of the solution and hasten your ROI. With Polycom Global Services ImmersiveCare, anytime you have a question or need assistance, Polycom and its Partners are there for you.

Since immersive telepresence customers span geographical boundaries, it can be a challenge for companies to provide consistent and efficient support with expertise in all locations. In addition, your IT staff are often overloaded with existing projects and may not have time to receive additional training on telepresence solutions to support your company’s usage. And, since your executive team may be monitoring your return on your investment in immersive telepresence solutions, rapid and efficient response to maximize uptime and usage is critical.

Polycom ImmersiveCare is the best fit for those companies with large IT departments who are deploying immersive telepresence solutions regionally or in select locations. For environments that require higher levels of response and resolution times Polycom offers a variety of upgraded service support programs.



Benefits

Polycom ImmersiveCare includes a broad range of support tasks that protect your investment, such as:

- Unlimited 24 x 7 telephone technical support
- Escalation support
- 8 to 5 onsite support with next business day response
- Advance parts replacement of technology components
- Software upgrades and updates, including version control
- Preventative maintenance

Polycom ImmersiveCare services

	Immersive Care Support
Preventative maintenance	•
8 to 5 onsite support with next business day response	•
Unlimited 24 x 7 technical phone support	•
Major software releases	•
Software upgrades and updates	•
Advanced parts replacement	•
Escalation support	•
Online support	•

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 415,000 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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