



DATA SHEET

Polycom Professional Services for Microsoft® Solutions

The reality of an enterprise unified communications (UC) environment is that it is almost always a multi-vendor solution. Companies need to seamlessly integrate multiple technologies into their business processes. These technologies often have inter-dependencies that require both UC and technology expertise to ensure success.

When Microsoft® is part of the conversation, Polycom Professional Services will provide you with the insights to find the right solution for your business, and to help you plan and deploy your Microsoft solution. Using our services you will have access to Microsoft certified experts, and UC experts, that understand the UC environment inter-dependencies for voice and video collaboration.

You may be planning a new deployment, an upgrade, or extending the features of an existing Microsoft deployment. You may be planning a proof of concept or a full deployment. You may be integrating Microsoft and Polycom solutions. Whatever your plans may be, Polycom allows you to select the specific services you need to achieve your objectives. We help create and implement a UC roadmap built upon Polycom and Microsoft technologies so you can invest in the right services at the right time and at the right price.

Envisioning Services

With Lync Envisioning Services, you get an in-depth plan to fully deploy Microsoft® Lync® into your environment. You will understand how Microsoft solutions will meet business needs, identify features that align with your business goals, determine UC environment inter-dependencies, recognize any limitations, and build a clear strategy, budget and plan to execute.

Envisioning Services Deliverables

Resources provided by the service include the combined expertise of a Polycom solution architect, project manager and consultant(s), who will work together to apply proven best practices to assess, design, and plan the implementation of Microsoft Lync, integrated with Polycom® RealPresence® Platform Infrastructure, video endpoints, and voice endpoints into your environment. Key deliverables include:

- Planning and requirements documents
- Solution architecture diagram(s)
- Technical specifications (hardware and software bill of materials)
- Implementation roadmap, budget and Statement of Work



Benefits

- Helps create and implement a UC roadmap built upon Polycom and Microsoft technology that is right for your company
- Three key Professional Services for Microsoft® Lync®
 - Envisioning Services
 - Implementation Services
 - Technical Support Services

Lync Implementation Services

Custom Implementation Services are follow on services to a Lync Envisioning engagement when you are ready to deploy, upgrade, add functionality, or re-architect your Lync and UC environment for improved stability or adding video conferencing or enterprise voice.

The Polycom project team will work together to deploy the solution that was defined during the Envisioning engagement which can include technical implementation of the Lync core components, integration with the Polycom infrastructure voice feature mapping from legacy PBX to Lync, endpoint provisioning guidance, adoption planning, pilot migration and support, and production rollout to end users and branch site voice migrations.

Lync Implementation Deliverables

Resources provided by the service include the combined expertise of a Polycom solution architect, project manager and consultant(s), who will work together to apply proven implementation methodologies to deploy the solution and provide guidance on best practices to facilitate a successful deployment with productive end users taking advantage of the UC technologies. Deliverables will depend upon the customized solution that is defined and may include:

- New Lync solution built per specifications
- As-built architecture diagram and production toolkit
- Completed test plans and project completion documents for each component of the solution

Lync Technical Support

Lync Technical Support provides telephone support, escalation to Microsoft Premier Support, and access to Polycom's enhanced support portal. The Lync Technical Support Service is centered on the assigned roles of Lync Service Manager (LSM) and Lync Service Engineer (LSE). This service is modeled after Polycom's Elite Support to provide vendor backed mission critical support for UC and Voice solutions. It provides an avenue to move you from Premier or Advantage support into an Elite support program that covers your entire UC solution.

Technical Support Deliverables

Lync Technical Support will provide a single vendor back support and escalation point for your Polycom and Lync integrated UC solution. You will have assigned resources that understand your environment to help you resolve issues quickly. With this service, you will receive:

- Lync Service Manager
- Lync Service Engineer
- Service onboarding
- 24x7 telephone support
- Escalation to Microsoft as required
- Root cause analysis
- Quarterly program reviews
- Access to Polycom Support Portal

Note: All services described in this solution brief are currently only available in North America. For availability in other locations, please contact your Polycom Service Sales Representative.

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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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