



DATA SHEET

Polycom® RealAccess™ Analytics

Information at your fingertips to unleash the potential of your collaboration solution

Collaboration tools are transitioning from a nice-to-have capability to mission critical. End users are beginning to expect video, voice and content as a component of their collaborative meetings. At the same time, Unified Communications (UC) environments are becoming more complex with a host of usage and deployment options.

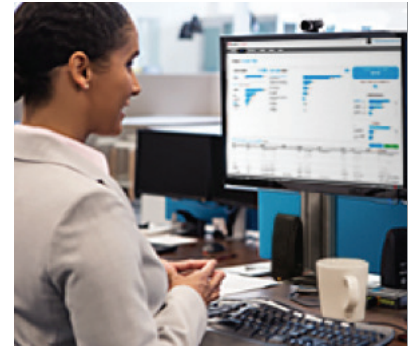
As the complexity of collaboration solutions and UC environments increase, it becomes progressively difficult for administrators to monitor and track performance, manage inventory, and support end users. Your internal IT departments may not have all the knowledge or experience with video and voice applications and integration into existing UC environments that they need to be successful. That's where the Polycom RealAccess Analytics can help.

Polycom RealAccess Analytics is the ideal solution for accessing the data and metrics you need to improve user experiences, understand utilization of endpoints and bridges, monitor performance and capacity, and make data-driven, evidence-based decisions on enhancing or expanding your collaboration deployment. With RealAccess, your data is accessible via intuitive, easy-to-understand dashboards, or can be exported for further analysis. The system can also be configured to send email notifications as alerts for user-specified events.

Additional tools available on the RealAccess platform include Asset Management which provides detailed insight on your collaboration endpoints no matter where in the world they're located, and a Tutorial Library with concise how-to training videos on the most common endpoints to help users become more comfortable with video collaboration tools, thereby increasing adoption and driving higher utilization. Based on the connected product model, you should also expect more appropriate new features and better performance from Polycom voice and video solutions based on a clearer understanding of how you use your collaboration tools, as well as enhanced proactive support opportunities.

RealAccess Analytics is a cloud-based solution* available as an annual subscription. An onboarding process is necessary to connect your RealPresence collaboration infrastructure solution to the RealAccess platform. An optional RealAccess Onboarding Service is available or your IT team can complete the process themselves.

*An on-premise version of RealAccess Analytics is also available.



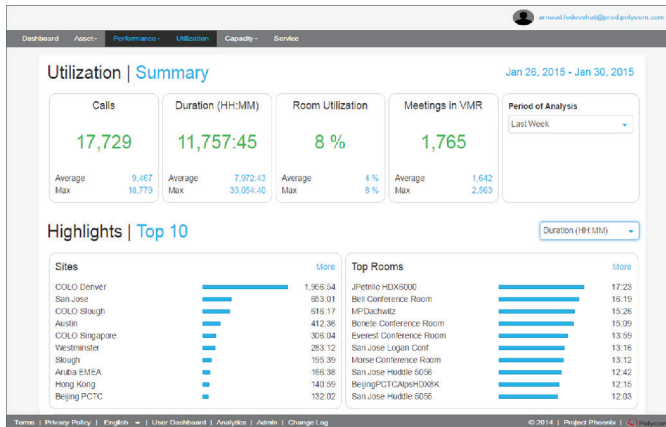
Benefits

- Understand utilization patterns, capacity, and performance to drive informed decisions on enhancing the collaboration environment
- Identify trends to proactively plan for expansions and updates
- Gain insight into where and how much video is used in your organization
- Drive down costs, maximize your return on investment and track adoption initiatives on an ongoing basis
- Maintain a high-quality level of service to your end users

RealAccess Analytics Services Dashboards

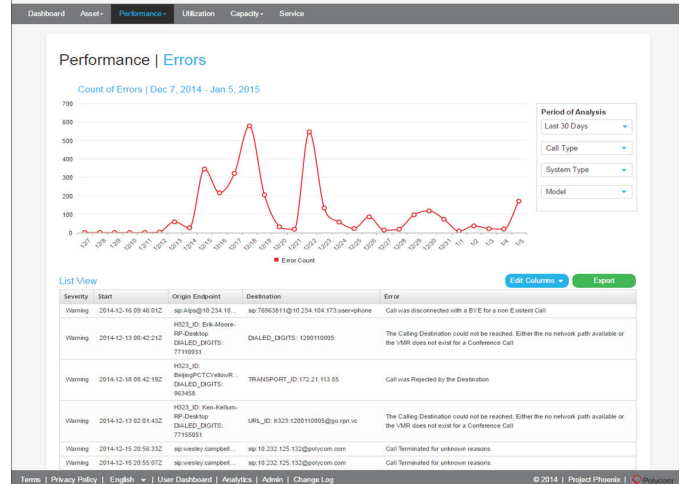
Utilization

Utilization dashboards show number of calls, duration, call trends over the last month, the number of meetings in Virtual Meeting Rooms, Top 10 lists and champions, as well as least utilized rooms. A trends dashboard displays the number of calls over a specified time period. You can also display utilization in a List View based on a specified period of analysis, and filtered by system type.



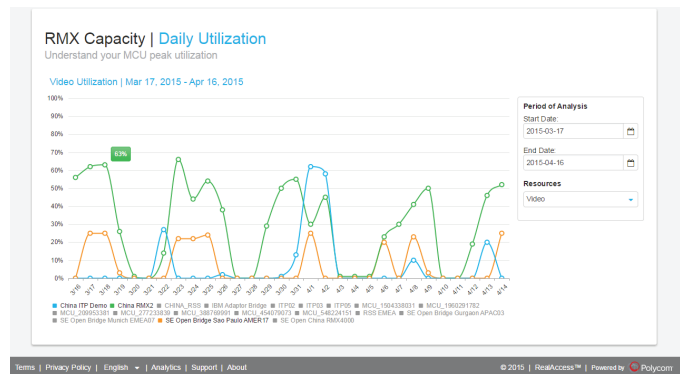
Performance

The Performance Trends dashboard displays information about all calls that were not successful based on call disconnection causes captured by endpoints and the infrastructure. Call errors and severity levels are displayed and automated notification emails can be sent to administrators when specific errors occur, or when specific endpoints experience an error. Performance dashboards are ideal for pinpointing sources and causes of errors, so that you can take corrective action, and ultimately improve user experience. These dashboards also shows success rates by location and system type.



Capacity

Understanding and tracking bridge utilization is critical to ensuring you have sufficient capacity for your call volume. You want to know when your bridges are approaching capacity long before users begin having issues joining calls. The utilization dashboard gives you a view into your peak utilization throughout the day. Thresholds can be set to send an email notification when a bridge resource is reaching a specified capacity (i.e., 75% utilization). The daily utilization graph lets you track individual or multiple bridges over a specified period to guide you on when to expand your capacity.



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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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