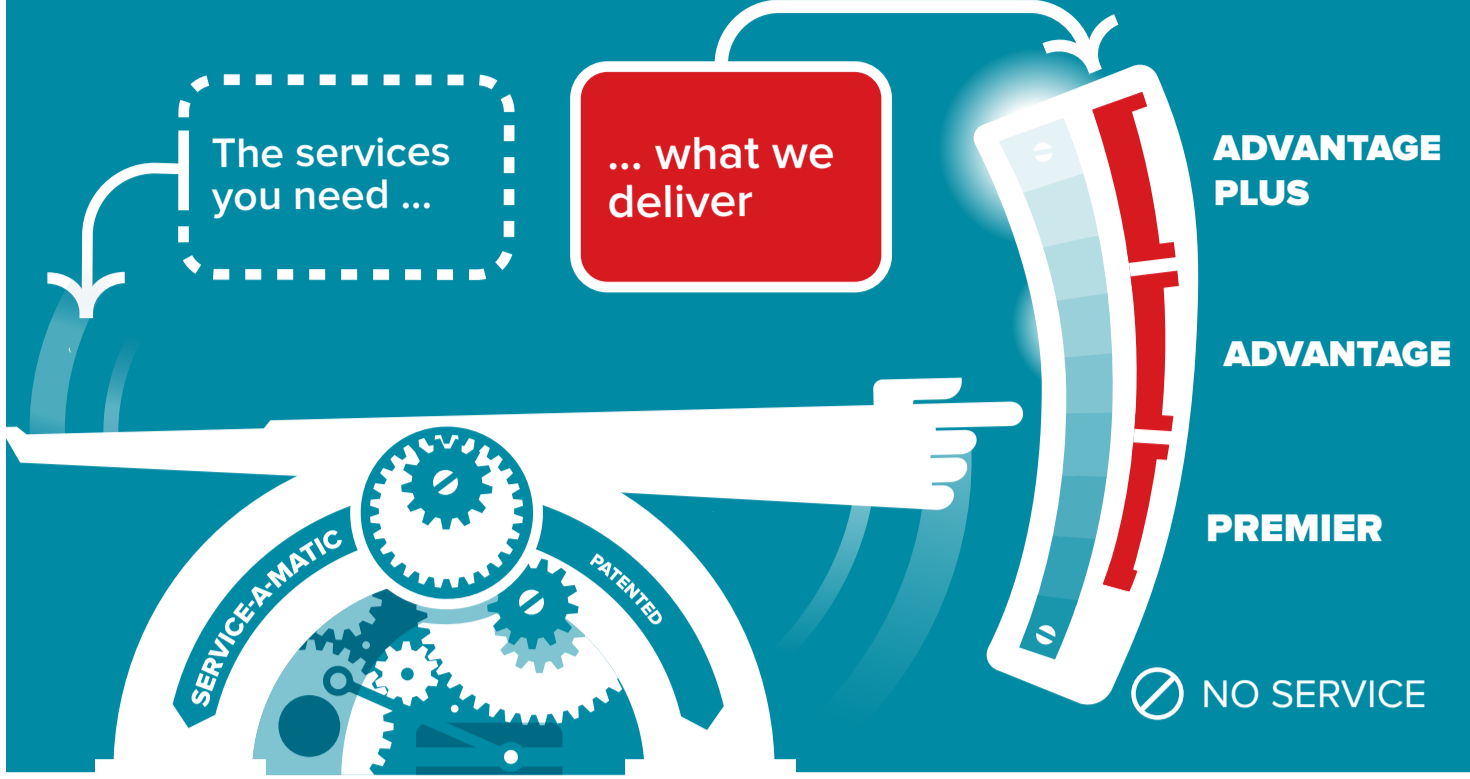


Which support service is right for you?

Polycom and our **partners** offer a range of **complementary services** including **Premier**, **Advantage** and **Advantage Plus** support. So which is **right for you?**

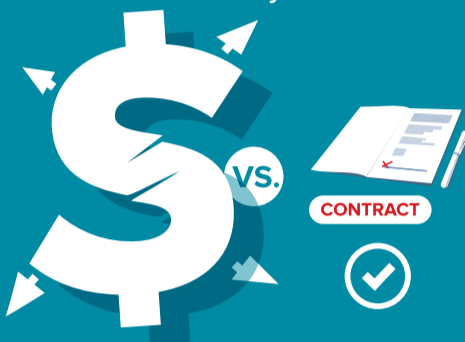


Which support service is right for you?

No support at all

Don't even think about it.

- 1 A single **time and materials** callout could **cost more** than an **annual contract**, meaning our support services deliver consistent **quality** and **value** for money.
- 2 Unlike some suppliers, you can **mix and match** our **flexible support options** to the criticality of your video **applications**.
- 3 You can get **Premier** or **Advantage** support direct from **Polycom** or through our **partners** – whichever you prefer.



Which support service is right for you?

Premier



12 months' **Premier support** gets added to **every solution** sale because it lets you **immediately access** the **resources** you need.

- ✓ Software **upgrades** and **updates** including the latest **features, functionality** and **enhancements** as soon as they're released – **accelerating** your **return on investment (ROI)**.
- ✓ **Unlimited** telephone **technical support** during **normal business hours** – and extensive online support.
- ✓ **Next business day** delivery of **replacement parts** – if or when they're needed.



Which support service is right for you?

Advantage

With so much included in Premier support, why would you want to **add** the **benefits of Advantage?**



Priority access to **24x7** **priority support** – **follow the sun** – **vital** if your collaboration solution spans **borders** or **continents**.



Regular **utilization** and **benchmark** reports – helping you understand how well you're **embracing video collaboration**.



Online access to **on-demand video tutorials** – driving **end user awareness** and **adoption**.



Which support service is right for you?

Advantage Plus

If you're a **global organization** with the most demanding, **mission critical** video **collaboration** needs, you'll appreciate the scope and **flexibility** of supplementing Advantage with **Advantage Plus** modules.



Direct, **proactive business** and **technical support** – from **Polycom subject matter experts** who know and **understand** your **video collaboration environment**.



Always-on **remote monitoring** – **resolving** over **85%** of **potential issues** before they happen.



A **dedicated, high touch Technical Manager** – with **personal responsibility** for your **environment**, and acting as your **voice** and **advocate** within Polycom.



Plus: new service modules being added.

Which support service is right for you?

So what's the bottom line

If you have **in-house** technical collaboration experts, you're happy with **telephone support** during **normal business hours** and **next-day parts delivery**, **Premier** gives you all the support you need.

But if you have **two or more** Polycom® RealPresence® platforms, **limited** in-house **technical staff**, and/or want **priority access** to **24x7** telephone **technical support**, choose **Advantage**.

And if you want the **highest level** of **response** to service requests, **remote monitoring**, and/or a **business** and **technical relationship** with Polycom, add one or more **Advantage Plus** modules.

Also think about **multi-year** and/or **co-term** arrangements that help you **reduce costs** and **increase ROI**.

✓ PREMIER



✓ ADVANTAGE



✓ ADVANTAGE PLUS



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