

Polycom® Global Services Immersive Telepresence Implementation Services



Experts in protecting your investment

As with any significant technology purchase, you want to realise a return on your investment (ROI) as quickly as possible. Polycom® Immersive Telepresence Implementation Service is the best way to help ensure that users have access to their immersive telepresence solution as quickly as possible after their solution purchase. With nearly 20 years of experience in providing support and services to communications and collaboration customers, Polycom Global Services experts know how to help you protect and maximise your ROI.

We're with you every step of the way

Time is money and Polycom Immersive Telepresence Implementation Services are designed to help your company start benefitting as quickly as possible from your Polycom technology. Since Polycom RealPresence™ Experience (Polycom RPX™) High Definition (HD) and Polycom Telepresence Experience™ (Polycom TPX™) High Definition (HD) solutions customers span geographical boundaries, having communication and collaboration expertise in all of their locations can be a challenge in your deployment. Polycom's expansive global services infrastructure is designed for just these types of challenges. Polycom Immersive Telepresence Implementation Services provide consistent deployment globally by providing you with a certified Project Manager to act as the single point of contact for all implementation activities.

Polycom and its certified partners can help you

To make sure your solution is deployed as quickly and effectively as possible, Polycom Implementation Services provide:

- Comprehensive deployment by certified immersive telepresence experts
- A single point of contact for all project activities from initial project team development to post-implementation review

To ensure the best results, the implementation process has several phases that constitute the complete project lifecycle. We manage the following for you:

- **Initiation** – Form a project team and validate project information
- **Definition and planning** – Develop a project plan that includes everything from room and facility drawings to a placement plan and design package with customer approval
- **Design and build** – Conduct an on-site or remote survey to validate the environment

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- **Installation and acceptance** – Install, test, perform a quality audit and obtain Implementation Service acceptance. This phase includes various customer acceptance activities, including a customer orientation.
- **Post-implementation review** – Reviews the implementation process and project checklist to ensure completion.

Depending on which Polycom immersive telepresence solution you have purchased, some of the tasks within these phases may vary. We can assure you that Polycom has every step documented and planned to protect your investment.

Reducing your risk and maximising your ROI

Because we have a structured, well-documented and proven implementation process, Polycom is able to communicate the progress of each phase and work with your company to keep the project moving forward. Our structured methodology reduces the risk of implementation delays so your solution can be operational and realising a return on your investment as quickly as possible.

Some of the tasks included with your Immersive Telepresence Implementation Service include:

- Project Management following the Project Management Institute's (PMI) world-recognised methodology
- Network Assessment to ensure your network's readiness for the solution
- An on-site or remote survey of your current environment
- On-site installation and configuration
- Complete implementation testing
- Customer orientation
- Implementation acceptance
- Video Network Operations Centre (VNOC) handoff

Real-time benefits of these tasks include:

- Access to one person with expertise to address any questions you may have and ensure consistency throughout your deployment
- Provide specific recommendations on any network performance issues that may affect the quality of the telepresence experience
- Increase usage by removing any technological or operational obstacles that may create hesitation or concern about using the solution
- Provide consistent worldwide seamless deployment with documentation for the entire implementation project

By keeping you informed of implementation progress, we help ensure that the deployment timing of each phase matches your expectations. As a result, your organisation will be ready to start using your Polycom immersive telepresence solution sooner, saving travel time and costs, providing the ideal collaboration environment and increasing your bottom line.

Learn more

Contact your authorised Polycom Partner or Polycom sales representative for additional information on Polycom Immersive Telepresence Implementation Services. Polycom Global Services also offers a wide variety of other services worldwide, including Support Services, Professional Services, Training and Wireless Services. For more information, please visit www.polycom.com.

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