

Polycom® Telepresence Video Network Operations Center Services

Enhanced Reliability, Seamless Management

Benefits

24-hour help desk – Seamless operational management

Complete conference management – Scheduling, setup, remote call launching, meet and greet, and much more

To give our customers a seamless experience and high level of operational reliability, Polycom Global Services offers Telepresence VNOC services 365 days a year, 24 hours a day.

Telepresence VNOC Services

For all telepresence conferences, Polycom provides seamless operational management of its customers' Polycom RPX™ and Polycom TPX™ telepresence solutions through the VNOC help desk.

Services include:

- Scheduling and reservation of RPX and TPX rooms. If rooms are not available at requested times, alternatives are explored until an acceptable alternative is found
- Conference management, such as:
 - Conference setup, including a system and connectivity test prior to the conference
 - Remote call launching, so users do not need to launch calls at local sites
 - Meet-and-greet function, as needed
 - Fault management: In the event of a fault during the setup process or a conference call, a suitable alternative will be provided to ensure proper operation of the conference
 - Remote monitoring provides integrity assurance of all RPX and TPX room environments, such as:
 - Comprehensive remote control and monitoring of routers, UPS, power controller, CSU/DSU, RAS server, camera control units, projectors, and codecs
 - Proactive monitoring of RPX system electronics utilizing SNMP with routine polling, traps, and notifications on an informational, minor, major, or critical alarm basis
 - SNMP management station with audible alarms for problem alert, event correlation and escalation, and resolution
 - Dial-in capability for remote operations
- Reporting data collected and reported each month:
 - Conferences scheduled
 - Duration of each conference
 - Hours used per suite
 - Problem log by suite to include critical point of failure
 - Problem analysis
 - Response to resolution time per trouble ticket (based on open/closed dates)



Important usage notes

This service includes unlimited IP network connections and multipoint services when connecting with other RPX and TPX systems. It does not include network connection and multipoint charges for connectivity to non-RPX or non-TPX systems.*

Augment your support programs with our flexible array of options

Telepresence Implementation Service

Polycom's complete Implementation Service is a more comprehensive deployment service. Work with our experts to plan, prepare, install, test and tune your RPX and TPX solutions. We provide the expertise and experience to deploy RPX and TPX solutions quickly, accurately and without disruption to your technology infrastructure, along with training to ensure that your conferencing solution will be in a user-ready state – right from the start.

Support Services

Polycom provides the technical expertise to deliver consistent, high quality support for your RPX and TPX solutions, ensuring that you benefit from expert industry knowledge and a single source dedicated to understanding your specific services needs. Polycom Telepresence Maintenance Service offers high quality services; increased responsiveness, performance and utilization, which ensures that you receive the best service experience possible.

Professional Services

The most comprehensive set of consultative service programs in this industry, Polycom Professional Services are designed to help you execute your conferencing and collaborative communications and business strategies seamlessly. Whether you are taking on a complex collaboration network transition project, adopting new collaboration products into your environment, or looking to implement measurable performance and operational improvement initiatives, our support experts use world-class tools and proven methodologies to develop and deploy service solutions, and help manage your collaboration infrastructure.

Enterprise Services

Polycom Global Services provide customers and partners with customised and flexible service solutions to meet specific service needs. In addition to our Elite Support option, our service contracts can be completely customised to support the unique requirements of your conferencing environments, and combined with our Professional Service consulting expertise to meet your specific business needs.

Polycom Learning Center

The Polycom Learning Center (PLC) delivers targeted training content through experienced instructors. Courses are available via various delivery methods – in person, remotely, or as self-paced programs. You can leverage this robust capability to achieve each learner's goals, virtually anywhere, at any time. PLC Instructors are experts in the delivery of data communications, telecommunications and networking courses, our instructors possess strong backgrounds in adult learning and instructional design techniques – a combination that ensures a positive and valuable training experience.

All these services may be purchased through your Authorized Polycom Channel Partner. For further details contact your local Partner or your Polycom Sales Representative.

Make Great Things Happen with Polycom Telepresence VNOc Services

In today's Internet driven world, the ability to conduct real time communication and collaboration has become critical to an organization's survival. As the market leader in voice, video, data and Web solutions, our award-winning conference technology makes it easy for people to interact and maximize productivity – over any network, in just about any environment, anywhere around the globe. That's why more organizations worldwide use and prefer Polycom conferencing solutions. Because when people work together, great things happen. See how you too, can achieve great things with Telepresence VNOc Services.

** This service description is subject to the terms and conditions of Polycom's Worldwide Service Program for End User Customers. In the event of a conflict between the terms of this service description and Polycom's Worldwide Service Program Terms and Conditions for End User Customers, the Worldwide Service Program Terms and Conditions for End User Customers will apply. To view these Terms and Conditions, please visit www.polycom.com/pgs/termsandconditions.*

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