

# Polycom Professional Services for Polycom® SoundStructure®

## Creating World-Class Collaboration Environments

Polycom collaboration solutions improve decision-making, increase productivity, and reduce costs, with a full suite of Professionals Services to help ensure your UC tools are optimized to deliver productive communications across your organization. With Polycom Professional Services for the Polycom® SoundStructure® solution, individuals and teams are further empowered by high-quality, life-like meeting environments that are optimally tuned for video and audio clarity. With Polycom solutions, the underlying technology disappears, enabling people to focus on the meeting topic without disruption or disturbance.

### Design Verification for SoundStructure Environments

Polycom Professional Services for SoundStructure solutions adhere to a best-practices methodology that provides services from planning and design, to optimization and operation. Supplementing AV Integrator partners who deploy Polycom SoundStructure solutions, Polycom Professional Services experts verify the integrity of proposed environments prior to installation and provide design, configuration, and programming expertise to existing SoundStructure implementations.

Polycom Professional Services experts help ensure proper system and environmental connectivity to support high-quality user experiences. Final deliverables include an environmental verification report with a complete design summary, a statement of standards compliance and—in the case of suboptimal proposed or existing designs—an itemized list of operational improvements and capital recommendations for the highest performance.

### SoundStructure Programming Service

In addition, our SoundStructure Programming Service provides customers with design specialists who liaise with a designated customer contact to gather requisite design information, and deliver a configuration based on the system's performance requirements. Each SoundStructure Programming Service includes two hours of design specialist telephone support (which can be used noncontiguously). Telephone support is supplied remotely during U.S. business hours, Monday – Friday; 10:00 AM – 6 PM Eastern Time, unless otherwise agreed.

### SoundStructure Onsite Certification Service

The SoundStructure Onsite Certification Service provides customers with a Polycom project manager to the validation of their SoundStructure solution installation. The project manager coordinates Polycom resources as well as the completion of the pre-planned solution testing and certification by the Polycom field engineer. The onsite engineer also provides two hours of customer orientation on the SoundStructure solution for up to ten participants.



### Highlights

Reduce risk and time to readiness when adopting new technologies through this world-class services portfolio that is packaged, proven, and integrated

Achieve a faster ROI through faster solution deployment based on standardized processes

Improve productivity and reduce risk by implementing the solution properly, right from the start

Gain assurance that your communications strategy is properly aligned for future company growth

## Availability

Remote service for SoundStructure Room Design Verification is available in North America and Europe, Middle East and Africa.

Remote service for SoundStructure Programming is available in North America and Europe, Middle East and Africa. The two hours of telephone support is only available in English from 8:00 AM – 6:00 PM Eastern Time, unless otherwise agreed.

Onsite Certification service is available in North America and Europe, subject to additional travel and expenses.

## Transform Your Communications Strategy into a Competitive Advantage

Polycom Professional Services delivers technical expertise that can transform your organization, from executives to project managers, from partners to customers. Our dedicated professionals can help you plan, integrate, deploy, and evolve communication solutions that reduce total cost of ownership and deliver immediate returns to your bottom line.

## Balance Open Solutions with your Unique Needs

If you want to grow your business but lack the resources or expertise to leverage technologies that can propel your organization forward, Polycom Global Services and Polycom Partners enable your business to get closer to customers, forge deeper trust with partners, and create teams that collaborate at a higher level.

## Why Polycom?

Polycom Global Services has more than 20 years of communications and collaboration technical experience and knowledge. We can help you ensure that your investment in our solutions delivers real business benefits and accelerates your return on investment.

## Learn More

For more information on Polycom Professional Services, please contact your authorized Polycom representative or visit [www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html)

Full details of the actual service delivered may be found in the relevant Service Description, available on request.

**Polycom Worldwide Headquarters**  
4750 Willow Road, Pleasanton, CA 94588  
1.800.POLYCOM or +1.925.924.6000  
[www.polycom.com](http://www.polycom.com)

