

Polycom® Global Services for Federal Government



Comprehensive Coverage and Support, When and Where It Matters Most

A Network of Information

Polycom Global Service Solutions offer the support to empower government agencies with greater efficiency in both day-to-day processes and emergencies on a local, national, or global scale. Virtually every department and agency in the U.S. government uses Polycom technology to meet mission critical conferencing and collaboration requirements. In conjunction with a worldwide network of information, tools, and most importantly people, Polycom Global Service Solutions delivers fast and effective solutions.

To ensure that information and intelligence transfer activities are successful, the Polycom Global Services team is focused on providing programs that go beyond basic support to meet the high expectations and critical needs of federal government agencies. Our services are designed to accommodate evolving collaborative communication requirements and government applications, from crisis management to secure meetings and decentralized decision-making. With Polycom Global Services, agencies can plan, design, implement, and deliver sensitive and critical information quickly, with clear accountability and total security.

Our Professional Services portfolio of comprehensive solutions are unique. No other vendor offers this level of coverage, through which federal offices and agencies can increase productivity, and develop unique applications and tools for knowledge transfer that offer a competitive advantage. That's why Polycom is the leading provider of federal government solutions.

Reliable Performance Coverage

Backed by the best service infrastructure in the industry, premium support options provide access to our team of experts for remote diagnostics, on-site resolution, and parts replacement. You'll receive 24/7/365 support, based on your selected support solution. Polycom's highly trained engineers in major support centers in North America, Europe, and Asia as well as our worldwide training resources and a global network of support partners are all focused on creating the best client service experience possible.

Benefits

Vast global services network – 24/7/365 access to support centers and engineers around the world

Unbeatable security – Embedded, standards-based AES encryption

Responsive management – End-to-end case ownership with Elite Service

Cost reduction – Coverage packages at very competitive rates

Quick resolution of support issues – Minimal operational disruption

Expert resources – Staff who understands government environments

Low-risk dependability – Backed by the best service infrastructure in the industry

Broad, flexible range of service offerings – Offerings to meet your regional, national, or international needs

Software upgrade program* – Access to the latest feature releases and enhancements

** Software updates and upgrades are supplied when available.*

Polycom Global Services for Federal Government

Polycom Global Services Deliver

- Vast global services network
- Unbeatable security
- Responsive management
- Cost reduction
- Quick issue resolution with expert resources
- Low-risk dependability
- Flexible service offerings
- Software upgrade program

Secure Video Conferencing Technology that Meets Your Requirements

At Polycom, we're committed to meeting or exceeding the rigid security requirements of the U.S. government. We work with various standards and interoperability boards and have achieved the following recognition:

- Polycom VSX® video conferencing systems are FIPS 140-2 validated by the National Institute of Standards and Technology (NIST).
- The Polycom HDX 9000™ Series high-definition telepresence solution with Software Release 2.0.0J has been granted Joint Interoperability Certification (JIC) and Information Assurance Accreditation (IA) from the Defense Information Systems Agency's (DISA) Joint Interoperability Test Command (JITC) for visual communications over ISDN (H.320) networks.

Security and Expertise: The Ultimate in Government Support Solutions

Polycom offers the most comprehensive consultative service programs in the industry. To extend and enhance the troubleshooting skills of team members, Polycom has CCI Briefed (DD 2625) and COMSEC trained (DD 1435) engineers.

Dedicated Resources for Accountability and Success

Premium support options provide agencies with consistent service via dedicated lines and assigned technical support resources. Services include periodic status meetings, and utilize creative partner service programs that leverage core competencies. Whether it's a complex collaboration system implementation or a network transition project, adoption of new products or implementation of measurable performance and operational improvement initiatives, our support experts use world-class tools and proven methodologies to develop and deploy solutions to manage your collaborative infrastructure.

Securely Connect and Collaborate—Saving Time, Resources and Energy

In today's Internet-driven world, the ability to conduct real-time communication and collaboration has become critical to an organization's survival. Using Polycom voice, video, and telepresence products and services, government employees securely connect and collaborate with one another from their desktops, meeting rooms, and even mobile settings. Working with Polycom standards-based "green" technology, our government customers cut the time and costs associated with gathering the right people in one place to solve problems. Instead, government teams more easily and quickly collaborate in real time wherever they are, better spending organizational resources, time, and energy addressing their agency's business challenges.

About Polycom

Polycom, Inc. (Nasdaq: PLCM) is the global leader in telepresence, video, and voice solutions and a visionary in communications that empower people to connect and collaborate everywhere. Please visit www.polycom.com for more information.

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Polycom Headquarters
4750 Willow Road
Pleasanton, CA 94588
1.800.POLYCOM or
+1.925.924.6000

Polycom EMEA
270 Bath Road
Slough
Berkshire SL1 4DX
+44 (0)1753 723000

Polycom Asia Pacific
8 Shenton Way
#11-01 Temasek Tower
Singapore 068811
+65.6389.9200