

Polycom® Global Services Professional Services



Accelerate Your Time to ROI

Polycom understands you want to maximise your equipment investment, leverage the resources you have and run a successful business — and we know that you might need help determining when to outsource technical resources and how to take advantage of their expertise. Using Polycom or a Polycom vendor's technical resources can pay off in both the short-term and long-term when you're watching your budget. Here are some tips to help you make the decision.

When Is the Right Time to Purchase Professional Services?

Purchase Professional Services if you:

- Need to determine the readiness of your network and infrastructure for your Polycom solution
- Have a broad range of unified communications and collaboration technology and geographically-dispersed locations, requiring a consistent implementation process
- Need unified collaboration-specific experts for deployment of your solution or a short term project
- Want to augment your existing IT staff for special projects such as assessing your network, planning for green initiatives or consulting on your collaborative solution design and deployment
- Have a limited budget and need specific services to increase adoption or usage of your unified collaboration solution
- Need the project to be completed in a short time so you can start seeing a return on your investment

Protecting Your Investment

Assessments

Purchasing and deploying any technology is a significant investment. Market research shows that the best way to help protect your investment is to assess the following:

- What technology do you have and where is it located?
- How is the technology being used to reduce company costs and improve employee productivity?
- What technology could be added or removed to improve cost reduction and efficiency?

Polycom offers three professional services assessments: Network Assessment, Performance Benchmarking and Best Practice Assessment and Go Green Assessment.

Network Assessment

Polycom's Network Assessment service provides the following:

- Assessment of network performance issues with optimisation recommendations
- A network plan for integrating new unified collaboration technology with existing technology
- A report on the metrics collected during the assessment as well as recommendations on how to remedy any identified performance issues

Specialised Services to maximise and protect your investment:

- Assessments
- Implementation
- Project Management
- Wireless Application Solution Integration

Professional Services

Performance Benchmarking and Best Practice Assessment

Polycom's Performance Benchmarking and Best Practice Assessment service provides the following:

- Assessment of conferencing performance issues with optimisation recommendations
- Assessment of usage practices of conferencing equipment
- A plan for integrating new unified collaboration technology with existing technology
- A report on the metrics collected during the assessment as well as an analysis on how to remedy any identified issues
- Best practices recommendations for maximising the usage of your unified collaborative communications solution

Go Green Assessment

Most companies today are interested in reducing costs associated with travel as well as reducing their carbon footprint. Polycom's Go Green Assessment service helps you evaluate what areas of your business can benefit most from green initiatives and helps you create a plan for implementation.

The Go Green Assessment service includes the following:

- Definition of your objectives and project planning
- Data collection on your video-conferencing usage levels, quality of communication, costs, processes and training
- Analysis and summary report which includes recommendations for performance improvement

Implementation

Using experts to implement your new technology investment is the best way to ensure a successful and consistent deployment, whether you have one site or are deploying globally. Avoid the frustration of lack of specific expertise, long deployments due to geographic disparity and interoperability issues by using Polycom's Implementation Services. Implementation Services include:

- Implementation of all Polycom technologies – Video, Voice, Web, Wireless and Immersive Telepresence
- Professional project management methodologies with a single point of contact to ensure optimum communication
- Site preparation, installation and system testing and tuning, and user orientation

These services provide faster deployment and operational verification so your employees can become more productive and efficient more quickly. Once the implementation is complete, Polycom ensures your IT staff receives documentation on the implementation service delivered to ensure a seamless transition.

Project Management

What may seem to be a simple technology deployment can go on for weeks and months without an end in sight. Polycom's Project Management service is designed to optimise unified collaborative solution deployment across multiple sites and geographies, saving you time and money. Project Management includes the following:

- Single point of contact to manage the project and communicate status regularly
- Early identification and prevention of potential roadblocks
- Consistent methodologies and tools for deployment across multiple locations

Polycom Project Management works with you to complete your project on time and within budget, the key to cost reduction and cost avoidance.

Integration of Wireless Application Solutions

Communication is critical. Polycom's Spectralink Wireless Telephones integrate with best-in-class 3rd party applications to Communicate beyond Voice. The resulting solution enhances your company's productivity with mobile, real-time communications. Polycom offers integration services for these 3rd party applications to ensure you're able to realise their value and your return on investment quickly.

Examples of Application Solution Integration Value:

- Healthcare – improve patient care with better information flow, from processes and tests to healthcare practitioners and patients
- Manufacturing – reduce downtime and boost efficiency with alerts and messages to wireless handsets

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 helps you quickly realise your return on your investment.

Polycom Global Services offers a wide variety of services worldwide, including Support Services, Professional Services, Training, Immersive Telepresence Services and Wireless Services.

Learn More

For more information, please contact your authorised Polycom representative or visit www.polycom.eu/services.

Polycom Worldwide Headquarters
4750 Willow Road, Pleasanton, CA 94588
1.800. POLYCOM or +1.925.924.6000
www.polycom.com

Polycom EMEA
270 Bath Road, Slough, Berkshire SL1 4DX, UK
Tel.: 0800 015 2882 | Fax: +44 (0) 1753 723010
www.polycom.eu

