

Polycom® Global Services Support Services



Providing what you need, when you need it, where you need it

Polycom Global Services wants to ensure you select the best support option for your needs. We understand that you base your decision on many factors unique to your business environment. All of our service options are designed to provide the right level of assistance and technical expertise when you need it, where you need it.

Why purchase support?

- Having direct access to your own account-specific service manager and engineering resource to address your questions saves time, money and resource investments (Elite Service only).
- Most communications and IT departments are realising they can't possibly address all of their clients' IT needs, especially those around conferencing and collaboration.
- These departments also realise that technology is constantly changing and that it's very hard to keep up with the latest innovations and software updates, including those in the conferencing world.
- Having access to unlimited support to ask technical questions, obtain replacement equipment and keep the equipment up to date is critical to end-user uptime and usage of conferencing equipment.
- After making the conferencing and collaboration solution investment, most customers feel they want to maximise their return on this investment by purchasing support services to help ensure uptime and usability.

Which global support service fits your needs best?

If you fit the following description, then Elite Service is your best choice:

- You have a complex conferencing set up.
- You want access to conferencing technical experts 24x7 who know your environment and current situation.
- You have high-profile users who use conferencing tools very frequently.
- You have a limited conferencing technical staff.
- You have users who have stringent requirements on uptime (you need access to an engineer and parts on short notice). You may also have a periodic need for on-site diagnostic support.
- You have clients who use conferencing equipment globally and conference from diverse locations.

If you fit the following description, then Premier Plus Support is your best choice:

- You have conferencing technical experts available but would like an engineer available to come on site the next business day for those problems that cannot be resolved remotely.
- Your environment is evolving from a smaller conferencing environment into a larger, more frequently utilised environment.
- Some interruptions in service are okay (your need for support isn't mission-critical). Reaching technical phone support during normal business hours, Monday to Friday, meets your needs.
- Your users find themselves using conferencing tools frequently for a variety of applications.

If you fit the following description, then Premier Support is your best choice:

- You have your own in-house conferencing technical experts available to cover your conferencing usage.
- Many connection challenges can be addressed by your technical staff. There is not a same-day need for problem resolution (no need for 24x7 support).
- Once Polycom's technical phone support diagnoses a problem, receiving the replacement part the next business day works well for you.
- Utilisation of conferencing tools could be improved and broadened.

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Polycom Support Services Options at a Glance

	Elite*	Premier Plus	Premier
Elite Service, manager	•		
Elite Service, engineer	•		
Account-specific tech support access 24x7	•		
Regular business review meetings	•		
Version control	•		
On-site support	optional	•	
Unlimited technical phone support	•	•	•
Software updates and upgrades	•	•	•
Advanced parts replacement	•	•	•
Escalation support	•	•	•
e-support	•	•	•

Features

Assigned Elite Service Manager (ESM) – As an Elite customer, you will have an ESM assigned to your account to manage support activities and proactively provide information and advice. The ESM is your single point of contact to initiate, manage and report on all Elite Service activities and provides escalation management for engineering, service and product management issues. *Elite Service only.*

Assigned Elite Service Engineer (ESE) – The ESE is the prime technical resource for your ESM. The ESE manages escalations, provides updates to the ESM and offers recommendations for deployment planning, version control for software and hardware product upgrades and deployment oversight of system upgrades. *Elite Service only.*

Additional resources – Additional ESMs and ESEs are available to provide enhanced support for Elite customers with highly decentralised Polycom solutions. Additional charges apply for this option. Please contact your Polycom Service sales representative for additional information. *Elite Service only.*

Account-specific tech support access – Elite Service includes account-specific phone access to the customer support team familiar with your deployment to address your technical support and maintenance needs 24/7. *Elite Service only.*

Regular business review meetings – Polycom's ESM will conduct regular status meetings with the customer's assigned point of contact, addressing items such as program status, actions and new initiatives. Topics may include a report of the number of cases opened, number of RMAs opened, specific cases opened with their status and action plans and specific cases closed with their resolutions. *Elite Service only.*

Version control – An engineer will work with you to recommend, plan deployment and provide deployment oversight of all hardware and software product upgrades.

On-site support – An optional service where an engineer will go to the customer's site to resolve technical problems that cannot be resolved remotely. Included with Premier Plus and Elite with Premier Plus.

Unlimited technical telephone support – Provides first come, first served access to technical support engineers who assist in solving issues by phone. Phone support is available during normal business hours in the designated support centre's local time, Monday to Friday, or in accordance with your agreement, excluding national and local holidays observed by Polycom.

Software updates and upgrades – Provides you with both software updates and upgrades. Software updates correct software errors. Software upgrades provide you with major features and functionality releases. You can download these yourself when ready or set up automatic downloads.

Advance replacement of parts – Provides expedited replacement of all covered, failed hardware parts. If technical phone support determines that there is a hardware part failure or if there is an obvious malfunction, a replacement part will be dispatched on the same day for next business day delivery. *Local pick-up time restrictions and customs delays may affect actual delivery time in some regions.*

e-support – Provides access to Polycom's extensive technical KnowledgeBase, including technical tips, search and query functions, access to software downloads, an RMA resource page, software activation assistance, frequently asked questions (FAQs) and many other features.

** Elite Service is sold as an upgrade to either Premier or Premier Plus and includes their respective services.*

Polycom Global Services offers a wide variety of services worldwide, including Professional Services, Training, Telepresence Services and Wireless Services. For more information, please contact your Polycom service sales representative or visit "Services" and "Support" on www.polycom.com.

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