

DATA SHEET

Polycom® Global Services

Polycom Advantage Service

Polycom understands that your communications environments are growing and becoming more interdependent with your IT infrastructure. As your communications needs change, so do your support needs.

It's clear that you want to maximize your technology investments and make sure your users receive the best possible experiences. And you want more visibility into how your video conferencing investments are being used and how to address issues or challenges in a timely manner.

But you may not have in-house technical experts to meet all of your communications needs. When you need external assistance, let Advantage Service help you manage your Polycom solution.

The right level of support to fit your needs

Polycom Advantage Service is an enhanced support offering that is focused on maximizing value and availability for your entire Polycom solution. As your communications strategy becomes mission-critical, Polycom Advantage Service provides access to the advanced service capabilities of Polycom solutions, including:

- Priority 24x7 telephone access to Polycom technical support
- Cloud partner endpoint telephone support
- Monthly utilization reports and periodic benchmark reports for customers deploying a Polycom gatekeeper

Polycom Advantage Service provides valuable and actionable information on the status and utilization of your collaboration solution, and faster time-to-problem resolution.

Features

Utilization reports

Polycom Advantage Service includes monthly utilization reports. This standardized report is based on the endpoint usage report, exported and submitted to Polycom by you from Polycom® RealPresence® Resource Manager for the previous month. This report summarizes the total number of calls and minutes, as well as utilization statistics for each Polycom video endpoint registered to the Polycom RealPresence Resource Manager from call detail records (CDRs) available from the previous month.

Benchmark reports

Polycom will provide a benchmark report to our Advantage Service customers every six months. This standardized report is based on the endpoint usage report, exported and submitted to Polycom by you, from your Polycom RealPresence Resource Manager. This report, however, focuses on key metrics that are benchmarked against other corporations that utilize video as part of their collaboration strategy.



Benefits

- Increases the success and ROI of video and voice collaboration products
- Provides insight into video usage to help make timely and informed decisions about capacity, scale and additional investment
- Gives priority access to experts and support when needed to speed problem resolution
 - Improved response times in Poly-enabled ecosystem cloud solutions
 - Customer has primary point of contact for Poly-enabled strategic cloud partner endpoint environments

The report measures and focuses on utilization, utilization regularity, success rate, network readiness, HD experience and MCU utilization.

Priority access

Polycom Advantage Service customers enjoy the benefits of priority access to a team of product specialists. You will be able to circumvent wait times against other basic support customers, allowing for faster problem resolution.

24x7 technical telephone support

Customers will receive a Polycom Advantage Service-specific telephone number per region that lets them receive 24x7 telephone support for their Polycom solution. Cases may be handled during 24x7 hours or during 8x5 business hours based on severity level.

Cloud Partner Endpoint Support

Cloud Partner Endpoint Support improves response times in Poly-enabled ecosystem cloud solutions by acting as a primary point of contact to the customer. When the Poly support team receives an incident request for a Poly product used in an approved Strategic Cloud Partner environment, a Service Request will be created in Poly's ticketing system for tracking purposes. Poly will work with our Strategic Cloud Partners and customers through to solving the problem.

Online support

Online support provides access to the extensive technical knowledge base of Polycom, which includes technical tips, search and query functions, access to software downloads, a Return Materials Authorizations (RMA) resource page, software activation assistance, frequently asked questions (FAQs) and many other features.

Software updates and upgrades

All equipment covered by Polycom Advantage Service will be eligible to receive the latest software updates and upgrades. Software upgrades provide you with major features and functionality releases. Software updates correct software errors. You can download these upgrades when ready or set up automatic downloads.

Advance replacement of parts

This feature 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 times in some regions.

On-site support

On-site support is an optional service in which an engineer will go to the customer's site to resolve technical problems that cannot be resolved remotely. Note that on-site support is not available in all regions.

Support services are required for all Polycom software and hardware solutions for the first year. Polycom offers a portfolio of support services from our basic Premier level to our Elite Services for our largest customers. Polycom Advantage Service is the ideal support level for most customers and requires all of your Polycom infrastructure video products, including product options, to be covered by Polycom Advantage Service. Polycom Advantage Service is also recommended for your video endpoints.

Optional services to consider

Business Relationship Management

Business Relationship Management is a support module developed for customers seeking post-implementation support and Polycom assistance to grow, manage and optimize their Polycom investment. The module is delivered through a Business Relationship Manager (BRM) who serves as the non-technical management interface to a designated customer representative for all Polycom service program activities.

Remote Technical Support Engineer

Remote Technical Support Engineer (RTSE) helps customers maintain their Polycom solution and achieve desired response and reliability goals when technical assistance is required. The RTSE acts as the customer's primary technical point of contact, has immediate access to Polycom's knowledge base and is backed by 24x7 remote expertise—including tier 3 technical support, research and development, lab systems and management escalation support to ensure a high level of support and response times.

RTSE is available to customers that maintain active Advantage and BCS or Elite support, or have Polycom Management Services on their Polycom solution. An RTSE is assigned as part of a customized Day 2 support program for customers seeking a closer technical relationship with Polycom.