



Polycom® Global Services  
**Support Services**

Polycom Global Services wants to help you select the best support option for your needs. We understand that you base your decision on many factors unique to your business environment. That's why 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 realizing they can't possibly address all of their clients' IT needs, especially those relating to conferencing and collaboration.
- These departments also realize 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 maximize their return on this investment by purchasing support services that help ensure uptime and usability.

### Which Polycom Global Support Service fits your needs best?

#### Choose Polycom Elite Service if you fit the following description:

- You have a complex conferencing set up (for example, 3 to 4 Polycom UC infrastructure products and more than 60 endpoints).
- You want 24x7 access to conferencing technical experts 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 (which means 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.

*Note: All Polycom products must be covered under Elite Service. Not available for individual systems*

#### Choose Polycom® AdvancedAccess Support if you fit the following description:

- You need a premium service but your conference environment is not large (for example 2 Polycom RMX® Solutions and 30 endpoints).
- You want 24x7 access to conferencing technical experts who know your environment and current situation.
- You have limited conferencing technical staff.
- You have high profile users.

*Note: All Polycom products must be covered under AdvancedAccess Support. Not available for individual systems*

#### Choose Premier Onsite Support if you fit the following description:

- 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 utilized 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.

#### Choose Premier Support if you fit the following description:

- 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.
- Utilization of conferencing tools could be improved and broadened.

	Elite	AdvancedAccess	Premier Onsite	Premier
Elite Service Manager	▪			
Elite Service Engineer	▪			
Assigned Service Engineer		▪		
Account Specific tech support access 24x7	▪	▪		
Software Version Control	▪			
Enhanced reporting	▪			
Root Cause Analysis	▪			
Upgrade Management	▪			
Asset Management	▪	▪		
Monthly Utilization Report	▪			
Onsite Support	▪	▪	▪	
24x7 telephone support	▪	▪		
Technical telephone support	Unlimited	Unlimited	Business hours M-F	Business hours M-F
Software Upgrades & Updates	▪	▪	▪	▪
Advanced parts replacement	▪	▪	▪	▪
Escalation support	▪	▪	▪	▪
Online Support	▪	▪	▪	▪

## Features

**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.*

**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 decentralized 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** – Account-specific phone access to the customer support team familiar with your deployment to address your technical support and maintenance needs. *Elite and AdvancedAccess Services.*

**Root Cause Analysis** – This include preventative measures to identify the cause of priority one issues to understand the cause of the issue, and to identify and recommend remedial steps to avoid any re-occurrence of the same issue. *Elite Services only.*

**Assigned Services Engineer (ASE)** – The ASE will be your assigned technical contact responsible for all aspects of technical support. the ASE will be familiar with your environment and be part of an advanced services team available to support you. *AdvancedAccess Service only.*

**ProgramReview 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.*

**Software Version Control** – An engineer will work with you to recommend, plan deployment and provide deployment oversight of all hardware and software product upgrades. *Elite Service only.*

**Upgrade Management** – Polycom will work with the customer to recommend, plan, and provide deployment oversight of all Polycom product upgrades. This assistance will take into account the customer's environment and standard operating procedures to help minimize risk and impact. All such assistance will be executed remotely. *Elite Service only*

**Asset Management** – Polycom will maintain an asset list of all Polycom products covered under the Polycom AdvancedAccess Service Program and will provide this list to the Customer on a monthly basis. *Elite and AdvancedAccess Services only.*

**Monthly Utilization Reports** – On request, Polycom will provide a Monthly Utilization Report for all endpoints covered under the Elite contract. This standardized report will be based on the “Endpoint Usage Report” as provided your organization from your CMA system for the previous month. This report will summarize the total number of calls and minutes as well as utilization statistics for each Polycom video endpoint registered to the CMA for which CDRs are available from the previous month. *Elite Service only.*

**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 Onsite and Elite with Premier Onsite.

**24x7 Telephone Technical Support** – Provides access to technical support engineers who assist in solving issues by phone 24x7.

**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.

**Online 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 and AdvancedAccess Services are sold as an upgrade to either Premier or Premier Onsite Service and includes their respective services.*

## Learn More

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](http://www.polycom.com)

## About Polycom

Polycom is the global leader in standards-based unified communications (UC) solutions for telepresence, video, and voice powered by the Polycom® RealPresence™ Platform. The RealPresence Platform interoperates with the broadest range of business, mobile, and social applications and devices. More than 400,000 organizations trust Polycom solutions to collaborate and meet face-to-face from any location for more productive and effective engagement with colleagues, partners, customers, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best TCO, scalability, and security—on-premises, hosted, or cloud delivered.

For more information, visit [www.polycom.com](http://www.polycom.com), call 1-800-POLYCOM, or contact your Polycom sales representative.

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

