

Polycom® Global Services Maintenance Selection Guide

Maintenance Options, Questions and Responses

Consider these questions to determine which Polycom maintenance offering is the best fit for your organization.

How would you describe your video conferencing environment?

1. Complicated, complex, more than 4 Infrastructure products and 40 endpoints
2. Starting to get more complicated with at least 2 Polycom RMX solutions and 30 Endpoints or more
3. Pretty simple. Don't have a lot of video conferencing equipment

How often does your company use video conferencing? How many of your executives use video conferencing?

1. High utilization. Most of our executives and groups use it (indicates mission-critical)
2. Frequent utilization. A few groups and executives use it (indicates some dependence on the technology)
3. Opportunity for more utilization. Our management and executives use it on occasion (video conferencing is a convenience, not a necessity)

How much advance notice do users typically have to a video conference meeting?

1. Very little, maybe a few hours
2. At least 24 hours
3. At least 2-3 days, if not more

Are important decisions made at these meetings? Do people depend on these communications to move forward on their projects?

1. Yes, we use video conferencing for executive staff meetings, quarterly business reports with analysts, and other critical meetings
2. Yes, we discuss important topics but mostly use video conferencing for project meetings
3. Not really. We use video conferencing when we want to discuss general topics and share information

Are reducing travel costs and time out of the office important initiatives at your company? Do you have a "green" or CO2 reduction initiative at your company?

1. Yes, absolutely. We have metrics in place to measure how much we save on all of those
2. We are setting up success metrics in these areas for this year
3. We'd like to save on travel and increase time in the office, but we don't have any formal success metrics in place. We don't have any "green" initiatives in place at this time

What are the core areas of expertise of your IT and communications staffs?

1. Our IT staff is familiar with the datacenter but they are not video conferencing experts. They are also overwhelmed with other technologies demanding their time
2. Our IT department has specialists in many different technologies and spends time out of the office at video conferencing training to keep up-to-date
3. We're not heavy users so we don't have much need for more support than our IT staff can provide

Are you currently experiencing conferencing technical and/or administrative challenges that your staff is not able to handle?

1. Yes, most of the time we do not have the manpower to cover all the requests
2. We can handle many of them but we are growing and scaling our staff may be costly and time consuming
3. We have some challenges from time to time that require help and expertise. We do have a need to keep our software current to maximize our investment

Maintenance Support Option Selection Guide

What the Answers Mean

It is important that a customer's complete solution is covered by a service contract. All Polycom's service contracts offer investment protection through the software upgrade program. Software upgrades are Polycom's way of sharing the features and enhancements that we develop to improve and enhance the performance and capability of our solutions. All Contracted customers are eligible to download this software as released. It is important that customers have all systems under support so they can access the software for all their products when they need it.

Although there is no absolute answer to a customer's specific needs, in general the following applies to the answers provided:

Mostly 1s – Elite Service is probably the best fit, as it addresses the mission-critical nature of the use of video conferencing, the frequency of the use, and the fact that the customer's IT staff are already stretched to capacity. The complexity of the video conferencing environment will drive the need for the Elite Service features that cannot be addressed by existing IT staff, such as direct access to Technical Support 24x7. Elite Service can be augmented with onsite service, for situations that cannot be diagnosed remotely (by purchasing Premier Support as the base to Elite Service).

Elite Service must be continually maintained on all Polycom equipment.

Mostly 2s – AdvancedAccess Support is probably the best match for these customers. Based on the growing install base of at least 2 RMX and 30 endpoints and the customer uses video conferencing as a communications tool on a regular basis and has some technical support needs. AdvancedAccess offers technical phone support 24x7 and access to an Assigned Service Engineer during local business hours. Monday-Friday.

Mostly 3s – Premier Support is the likely match for these customers as their video conferencing usage and/or equipment complexity is relatively low. The unlimited technical phone support during regular business hours, Monday through Friday, software updates, and advance replacement features of Premier should address their support needs.

Value of Multi year contracts

A service contract provides Polycom customers with the best possible video conferencing experience and makes sure you get the best return on your investment.

In fact, customers who purchase service contracts experience higher customer satisfaction levels. Further, with multi-year contracts, customers receive the following benefits from one order:

Customer Benefits of Multi-Year Contracts

- Price protection—lock in current pricing—know your budget
- Greater discount
- Lower administrative costs
- Protect your investment with unlimited access to technical support
- Increased ROI with access to the latest software releases, features and enhancements as they are released

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

	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	(Option)	(Option)	▪	
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	▪	▪	▪	▪

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