



DATA SHEET

Polycom® Remote Monitoring and Management Services

Maximize system uptime while optimizing IT resources

With collaboration solutions becoming increasingly integrated into your business environment, and mission critical to your success, it is imperative to maximize system uptime, but not at the expense of your IT resources. By leveraging remote management of your Polycom video investments, your IT team has access to resources with technology, interoperability and networking expertise, using an innovative, industry-leading platform that is purpose built to monitor your solution around the clock, saving you the expense of developing and investing in these resources internally.

Service overview

Polycom Remote Management Services allow Polycom to remotely monitor and manage the performance of your collaboration infrastructure solution and your immersive telepresence or video endpoints. We provide predictable system reliability, high availability, and security for all aspects of your mission critical video infrastructure, applications and endpoints. We offer greater flexibility to scale your collaboration investments to meet changing business requirements. We afford you the ability to maximize your collaboration investments by maintaining current available upgrades while robust reporting allows you to oversee management activities and use the data to make your IT decisions.

The Remote Management Service includes the following core activities:

- Onboarding
- Remote monitoring and management of collaboration infrastructure and select video endpoints on an ongoing, 24x7 basis
- Event, incident, problem, change, configuration, capacity and security management, and request fulfillment services
- 24x7 access to the management services Service Desk
- Service level objectives (SLOs)
- Periodic service reports
- Client Service Manager (CSM)

Polycom, along with our partners, offers you the flexibility to purchase the level of service you need.



Customer benefits

- Higher reliability and uptime for mission-critical Polycom solutions
- Decreased demand on your internal IT resources resulting in lower Total Cost of Ownership (TCO)
- Flexible choices, enabling you to choose the right service for your needs
- Advanced and intuitive reporting capability to quantify return on investment
- Higher level of service. Delivery to measurable Service Level Objectives
- Managed devices and applications are monitored 24x7 and the Service Desk operates 24x7 so you receive real-time alerts to service affecting events

We can manage your entire video environment or provide Remote Management Services for specific devices. Remote Monitoring and Management services are available for the collaboration infrastructure, RealPresence® Web Suite, RealPresence® Media Suite, RealPresence® Group Series or HDX® Series, and Polycom immersive telepresence suites.

This service includes Client Service Management which provides an assigned Polycom services contact who works to correlate your purchase of a Polycom solution and the benefits resulting from its deployment within your organization. Your CSM is the primary interface, directing all necessary Polycom resources to ensure a smooth and predictable production environment is maintained, maximizing your investment in Polycom solutions, and minimizing disruption to your operations.

Remote Management Service delivers:

- An assigned Client Service Manager as a central point of contact
- Best-in-class proactive monitoring, management, processes and capabilities to ensure peak performance of video collaboration investments
- Industry leading, expert management and monitoring of video infrastructure, applications and endpoints
- The option to have Polycom manage the entire collaboration experience in your UC-enabled environment
- Purpose-built tools and processes for problem identification, resolution and reporting: resulting in >50% of issues proactively identified, >85% resolved remotely and >99% uptime
- Peace of mind – easing concerns by moving infrastructure, integration and implementation efforts off-site when appropriate
- ISO 27001 security and ITIL compliance

Please note that, prior to commencement of the Remote Monitoring and Management Service, all devices on the Customer's premises must be covered under Polycom Advantage service support program, coterminous with the term of the Management Services contract, and be updated to supported versions within two major releases of the latest Polycom generally available release.

For Polycom to provide Management Services on video endpoints, the Customer shall register the endpoints to a Customer-supplied Polycom® RealPresence® Resource Manager and purchase Remote Monitoring and Management Service on that RealPresence Resource Manager.

In addition to Remote Monitoring and Management, Polycom offers a complete portfolio of services to help drive your success. Other service offers include:

- Hosted Private Cloud solutions
- White glove call services
- Solution Design and Envisioning services
- Real-time asset management and analytics
- IP network assessment and monitoring

Remote Monitoring and Management services significantly reduce the demand on your IT resources, making it the ideal solution for organizations that want to keep their internal teams nimble and focused on the core business.

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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