

▶ Polycom Global Services

Usage Adoption Assessment



Knowledge is power

In order to take advantage of the benefits of your video-conferencing collaboration investment, it's critical that you maximise the number of employees using this technology and widen the applications where it can be used. If you don't know how many of your employees are using Polycom's unified collaboration and communication solutions and how effectively, how do you ensure the highest return on your technology investment?

To help address this question, Polycom provides a service using its highly specialised visual communication consultants who will assess your situation and help identify the best methods for increasing user adoption of your video conferencing systems.

Polycom's Usage Adoption Assessment service provides you with:

- A clear understanding of why a solution may not be meeting your expectations at the moment, but could do in the future
- Increased cost savings, as more employees start using the technology
- Increased productivity, employee satisfaction and customer satisfaction
- Increased usage of your investment

The benefits to your company for having this assessment depend on your current situation:

- If your company is not happy with the perceived value of their investment, this service may help them to understand why the solution isn't meeting these expectations
- If your company is satisfied with the initial ROI but would like to see even more financial benefit, this service will provide insights into how to accomplish that goal, including addressing unused or under-utilised equipment
- If your company is looking for ways to be more competitive, this service can help you analyse how your technology investment can increase employee productivity (decreasing your time to market), enhance employee satisfaction (reducing attrition and increasing quality and productivity) and improve customer satisfaction (better products faster to market, resulting in new business).

The Polycom Usage Adoption Assessment service includes the following deliverables:

- ▶ An assessment of your company's current usage behaviour, either on site or remote (depending on the option you select)
- ▶ A series of interviews with management, employees and IT staff to determine usage patterns
- ▶ A report of findings and suggested actions
- ▶ A video presentation and discussion of this report

Polycom Global Services - Usage Adoption Assessment

There are two phases to the Usage Adoption Assessment: assessment and analysis/reporting. Polycom offers the assessment portion of the service either on site or remotely (via video conference call).

Assessment phase

- ▶ Discussion with a Polycom video conferencing engineer regarding volume statistics, usage satisfaction levels, user environment review, process review, desktop versus group usage, conferencing room locations, dedicated versus non-dedicated usage, video conferencing rooms and idle equipment identification
- ▶ If you choose the onsite assessment service, Polycom will evaluate one or several conferencing rooms to see the room installation (physical location, room layout, walls, colours, accessories, presence of user guides/documentation).
- ▶ Series of interviews to gather data on usage patterns:
 - Which employees use what technology
 - Which employees don't use the technology and why
 - Evaluation of company culture towards video conferencing
 - Current processes, room reservation tools, support, training
- ▶ People involved
 - Management – understand opinion, advocacy, strategy
 - Employees – mix of those who use and don't use the technology
 - IT/facilities – administration, support of solution, people in charge of room reservation

Analysis and report phase

- ▶ Analyse all information collected during the assessment phase
- ▶ Generate a report detailing findings and proposing recommendations to improve usage
- ▶ Provide and discuss the findings report over a video conference call

Why Polycom?

Polycom has over 20 years of communications and collaboration technical experience and knowledge in areas from voice technology to Immersive Telepresence solutions. We can ensure your investment in our solutions will provide you with real business benefits on your schedule.

Learn more

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

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