

# ▶ Polycom® Global Services

## Elite Service

Personalized, Proactive Support for your Complete Video Conferencing Solution



Proactive, solution support

Dedicated resources familiar with your solution speed resolution

Access to technical support when you need it, 24x7

Visibility into how your solution is being used

Polycom Global Services understands that your communications environments are becoming more interdependent within your IT infrastructure as you unify your communications solutions. At the same time, business processes are shifting to rely more heavily on virtual collaboration tools. As a result, your unified communications (UC) environment is becoming more important, in some cases mission-critical, so it is key that the team supporting you is familiar with your unique environment and needs. Instead of support for individual products, Elite Service provides a holistic support strategy that optimises the performance of your solution and increases your return on Investment.

Elite Service is a proactive, high-touch service that assists you in managing your dispersed Polycom environment around the world, provides resources to manage your day to day technical requests, and keeps an eye on your Polycom investment, in its entirety.

### Elite Service provides the following:

#### 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 to provide escalation management for engineering, service, and product management issues. Your ESM will also provide continuity of information between teams, and coordinate regular status meetings to provide updates on open issues, in partnership with Polycom's assigned Elite Service Engineer.

#### Elite Service Engineer (ESE)

The ESE is your key technical resource. The ESE manages escalations, updates the ESM, offers recommendations for deployment planning, version control for software and hardware product upgrades (to minimize any risk and impact on your production environment), and oversees remote deployment of system upgrades.

#### Account-specific Tech Support Access

Elite Service includes account-specific phone access to the customer support team familiar with your deployment to efficiently address your technical support and maintenance needs, 24x7.

#### Root Cause Analysis

On request, your Elite team can execute this preventative measure to identify the cause of priority one issues, and recommend remedial steps to help avoid reoccurrence of the same issue

#### Software Version Management

Your Elite team will keep you up to date on the latest releases and how they apply to your organization.

### Upgrade Management

A Polycom engineer will work with you to recommend, plan and oversee remote deployment of all hardware and software product upgrades. This service identifies interdependencies and potential issues to minimize risk and impact on your production environment.

### Asset Management

To give you an overview of your collaboration tools, your Elite team will catalog all infrastructure, network, and endpoint hardware in your Polycom environment

### Program Reviews

You Polycom ESM will conduct regular status meetings with your assigned point of contact, addressing items such as program status, actions, and new initiatives. Topics may include reports 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.

### 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.

### Onsite Support

With this optional service, an engineer will come to your site to resolve technical problems that cannot be resolved remotely. Included with Premier Onsite.

### Additional Resource Options

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.

*All Polycom equipment in your environment must be covered under one Elite Service contract. Elite Service must be purchased with your chosen Premier Onsite or Premier contract. It is important to note that all equipment covered by Elite will be eligible to receive the latest software upgrades as released, enabling you to take advantage of developments as they are released and allowing you to easily manage any upgrade program.*

### 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 the "Services" and "Support" sections on [www.polycom.com](http://www.polycom.com).

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