

Polycom® Global Services Support Option Selection Guide



Support Options, Questions and Responses

Consider these questions to determine which Polycom Support Service is the best fit.

How would you describe your conferencing environment?

- 1 Complicated, complex
- 2 Starting to get more complicated
- 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 organizations use it (indicates mission-critical)
- 2 Frequent utilization. A few organizations 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 have to a meeting using video conferencing?

- 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 supports 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 areas of 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

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What the Answers Mean

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 Plus Support as the base to Elite Service).

Elite Service must be continually maintained on all Polycom equipment.

Mostly 2s – Premier Plus Support is probably the best match for these customers. The customer uses video conferencing as a communications tool on a regular basis and has some technical support needs. Premier Plus offers technical phone support during regular business hours, Monday through Friday.

When a problem cannot be resolved remotely, Premier Plus includes the dispatch of an engineer to go onsite for diagnostic purposes.

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. There is no onsite engineer associated with Premier Support.

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Polycom Worldwide Headquarters
4750 Willow Road, Pleasanton, CA 94588
1.800.POLYCOM or +1.925.924.6000
www.polycom.com

