



SERVICES BROCHURE

Polycom® Services

Transform your unified communications strategy into a competitive advantage





“Polycom Services helped us design and implement a highly reliable, distributed video network that will scale with our business needs and that lays the groundwork for seamless integration with our unified communications platform. We are extremely pleased with the results and view Polycom as a valued business partner.”

Mary Genrich
Director Conferencing Services
Kimberly-Clark

Why Polycom Services?

Customers today have ever more complex and integrated communications environments. Environments that you want to link together to work as seamlessly as possible, to provide your users with easy to use and easily accessible methods of communication and collaboration. But with the ever growing range of technologies and applications available, it is difficult for in house IT resources to have the knowledge and expertise for each technology, to understand the interdependencies, and to manage the integration of these solutions into your environment.

Our dedicated professional consultants can help you plan, integrate, deploy and operate UC solutions that will help you grow your business. If you lack the resources or knowhow to plan, implement or optimize the leading edge technologies you need Polycom Services and our certified partners can help you position your business ahead of your competitors.

Balance open solutions with your unique business needs

Polycom Professional Services have the technical expertise to help you create communication environments that enable your employees to collaborate easily. By utilizing our consultants to support your in-house resources you can save time and money, reduce risks and speed the time your solution is operational and in use. This allows you to focus on your core business and allows your employees to collaborate at a higher level. Some of the diverse benefits of utilizing Polycom Professional Services include:

- Mitigate risk and maximize return on investment when adopting new technologies with our world-class service portfolio
- Faster solution deployment with packaged, proven and integrated services based on standardized processes—accelerating the return on your investment (ROI)
- Improved productivity and reduced risk—by ensuring optimum implementation of your UC solutions, right from the start
- Peace of mind that your communications strategy is properly aligned for future business growth

A major reason why organizations choose Polycom Professional Services is our ability to improve how they communicate, collaborate and perform. This is our sole focus—realized through an approach that involves supporting our own end-to-end portfolio of video, voice and collaboration infrastructure solutions—as well as the best-in-class offerings of our strategic partners, including many of the world’s leading UC vendors. You will find our services particularly beneficial if you:

- Need a solution design and implementation plan that is customized to your needs, objectives, use cases and unique technology environment
- Have a broad range of UC and collaboration technology in geographically dispersed locations, requiring a measured and consistent implementation process
- Need to increase adoption or usage of your UC solution

Comprehensive support throughout your entire solution lifecycle

By addressing your immediate collaboration requirements and long term objectives, our comprehensive service portfolio supports your entire solution lifecycle, creating a foundation for faster deployment, reduced downtime and maximized ROI.

Polycom Professional Services		
Plan and Design	Deploy	Optimize
RealPresence Platform Solution Design	Implementation Services	Adoption Services - User Adoption Consulting - User Adoption Campaign - User Adoption Portal - RealPresence Analytics
Video Network Readiness	App Development Services	
Video Network Diagnosis	Microsoft Integration Services	RealPresence Platform Management
Project Management	IBM Integration	Network Monitoring
Global Fulfillment Project Management	RealPresence Migration Services	RealPresence Platform Optimization and Upgrade Services
Client Service Management	- RealPresence Platform - EndPoints	

Polycom Professional Services

Plan and Design

Our experts will plan and design the right solution for your business needs, identifying key issues prior to deployment. Our major service areas include comprehensive network assessment to determine the readiness and requirements of your network, and design services to optimize the performance of video collaboration over your network and help you to avoid common pitfalls. Services offered include:

- Solution design services providing the expertise to determine the best deployment plan for your Polycom solution
- Network consulting services to verify bandwidth capabilities and requirements, and identify opportunities for optimal performance

Polycom® RealPresence® Platform Solution Design

VALUE PROPOSITION

Through the RealPresence Platform Solution Design service, Polycom technical experts will develop a detailed design for the deployment of your RealPresence Platform solution, ensuring your investment in Polycom technology meets your specific business needs and environment.

SERVICE OVERVIEW

RealPresence Platform Solution Design is the first step in designing the physical deployment of your solution by creating a detailed plan for meeting your needs. To help assure optimum results, it is highly recommended that you combine this service with Polycom® Implementation services or the equivalent from a Polycom® RealPresence® Service Specialized Partner. RealPresence Platform Solution Design involves the following four-phase process:

Phase 1: Discovery

Assess and gather relevant information to understand planned use cases, business requirements, IT applications, current network, specific technical requirements and/or system integration touch points

Phase 2: Analysis

Analyze various technical aspects of the design in order to achieve a smooth integration into your environment, and once implemented, provide an optimal end-user experience

Phase 3: Review

Present the findings and initial technical recommendations for deployment of your solution, based on your requirements

Phase 4: Final report

Summarize the key findings and your recommended solution design

SERVICE BENEFITS

Key benefits of the service are that through it, you will:

- Gain access to Polycom technical expertise to identify interdependencies and risks in advance of deployment
- Benefit from a solution deployment plan designed for your specific use cases and environments, that will speed deployment and integration
- Save time and money by reducing implementation time, and enabling a faster operational start



Video Network Readiness

VALUE PROPOSITION

Video Network Readiness is a holistic network assessment service providing an expert analysis of your enterprise IP network to determine if it is designed, configured, and ready to provide consistent and reliable high quality video conferencing transport.

SERVICE OVERVIEW

Through the service, Polycom will perform an expert analysis of the performance of your network, compare this to industry best practices, provide a detailed gap analysis of the network, and make recommendations for improving network performance to ensure it is ready for high quality video. The service makes use of the following tools:

- The PathView network test tool will be used to assess each network path, and monitor the transport quality of these paths by testing loss, latency, jitter, Quality of Service (QoS) transparency and available bandwidth on an ongoing basis
- A detailed bandwidth analysis will show your enterprise video and network teams the bandwidth requirements for your planned or existing video deployment
- Call Data Record (CDR) analysis will provide direct feedback on the current experience of your users
- A QoS Deployment Review will provide an analytical review of your enterprise QoS deployment to understand your overall strategy with respect to QoS, and compare this approach with best practices
- You will receive a written report of all major findings

SERVICE BENEFITS

Key benefits of the service include:

- Drive user adoption by proactively ensuring your network is ready for high quality video so your users can enjoy the best collaboration experience
- Minimize deployment delays by understanding the steps needed to be taken to ensure you have a network that can manage high quality video performance
- Leveraging Polycom expertise to support in-house technical resources who may not be versed in Video over IP requirements

Video Network Diagnosis

VALUE PROPOSITION

If you are experiencing network issues on specific network paths that are impacting the QoS of your video conferencing solution, the Video Network Diagnosis service provides access to a Polycom consultant to assist you. The consultant will gather data regarding solution usage and the issues being experienced on those network paths, analyze the data to define and execute a test plan, identify and resolve any issues, and compile a report of the findings.

SERVICE OVERVIEW

The goals of the Video Network Diagnosis service are to:

- Identify the symptoms of poor video conferencing quality
- Review the design and implementation of the network paths supporting your video conferencing traffic
- Review QoS implementation in your enterprise network as it applies to video conferencing streams, and verify its operation
- Determine the traffic levels required to support video conferencing in your network, and verify network bandwidth configuration for the identified paths
- Deploy software tools to test the network paths for its ability to properly support video conferencing traffic
- Create a report including symptoms, the tests that were run and their results, identified problems, specific recommendations on how to resolve these problems, and both tactical and strategic recommendations for your enterprise to more effectively support video conferencing streams in the future

SERVICE BENEFITS

You will receive a detailed Video Network Diagnosis report and, upon request, your Polycom consultant will also present the findings of the report in a briefing to your key stakeholders via an audio or video conference, to enable these findings to be shared and discussed.

Project Management

VALUE PROPOSITION

Polycom® Project Management services offer a single source solution ensuring your deployment of video and/or audio equipment is smooth and trouble free. You can utilize the expertise and experience of a Polycom project manager on a per day basis for projects such as installation, a software upgrade, or system relocation.

SERVICE OVERVIEW

The types of deliverables you can expect from your project manager include:

- Project planning
 - Working with you to develop and agree on a project plan, including scope of work, objectives, and project approach
 - Defining specific technical requirements and acceptance criteria
 - Providing a detailed plan of all implementation activities, with assigned owners, milestones, prerequisites, risks and dependencies, and defined deliverables at the end of each project phase
- Project implementation
 - Responsibility for managing resources in order to complete the project
 - Monitoring project schedules, providing regular status reports, and measuring success based on project timelines
 - Taking action to correct any divergence from the agreed plan, and conducting risk mitigation
 - Supervising equipment delivery and physical installation or system upgrade
 - Verifying site and equipment readiness
- Project review
 - Reviewing the result of a system implementation or upgrade against agreed timelines and expected outcomes
 - Full project reporting to gain acceptance of project completion

SERVICE BENEFITS

Benefits of utilizing Polycom Project Management services include:

- A single point of contact for your team and third party vendors
- Complete planning and management of complex video and/or audio system implementation or upgrade projects
- Early identification and prevention of potential roadblocks

Global Fulfillment Project Management

VALUE PROPOSITION

To support the successful deployment of Polycom solutions consistently around the world, the Global Fulfillment Project Management service provides professional project management to compliment large, complex, multi-country orders processed through the Global Fulfillment Program.

SERVICE OVERVIEW

The Global Fulfillment Project Management service incorporates the following features:

- A Polycom project manager as your single point of contact, providing you with a comprehensive global deployment solution
- Global solution deployments may be wholly or partially comprised of Polycom video endpoint installation services and infrastructure implementation services, each ordered separately

The key components that can be ordered for a Global Fulfillment Project include:

- Product orders
- Global Fulfillment product delivery
- Connection with local in-country Polycom certified partner(s) where required
- Product installation/implementation
- Product maintenance services
- Global Fulfillment Project Management

SERVICE BENEFITS

Key benefits of Global Fulfillment Project Management include:

- Project efficiency by leveraging Polycom's specialized project management expertise for Global Fulfillment projects
- The simplicity of working with a single, Polycom point of contact who can eliminate the need to coordinate with multiple Polycom contacts in different parts of the world
- Faster project completion and accelerated ROI as your project manager helps to ensure consistent processes and project documentation, regardless of solution deployment locations
- Faster resolution or even avoidance of project issues



“In researching our options, it appeared that Polycom was well ahead of the market, not just in terms of a reliable, standards-based product, but also in pricing, service, and support. Polycom Professional Services has definitely saved us time and got us operating sooner.”

Dalton Brooks, Video Engineer,
Colorado Department of
Transportation

Client Service Management

VALUE PROPOSITION

For strategic or mission-critical RealPresence Video Solutions, Client Service Management provides the services of a senior consultant who will act as your primary contact and advocate, coordinating all activities and Polycom resources required for the solution success.

SERVICE OVERVIEW

Your Client Service Manager (CSM) is a senior Polycom consultant who will guide all aspects of your relationship with Polycom. At the outset, the CSM provides strategic guidance on the deployment of your solution, including resource coordination across all Polycom functional areas. While engaged with your organization, your CSM will:

- Drive a standardized and professional engagement process for the global deployment, operation and adoption of your Polycom solution
- Coordinate an initial kick-off meeting with you to review Polycom’s proposed global workbook, processes and communications
- Coordinate communications with all Polycom resources supporting your organization on a global basis
- Define project priorities and align all Polycom resources required to support you
- Drive stakeholder communication throughout the Polycom solution lifecycle, including regular business reviews
- Coordinate all sales, services and technical resources required to share strategy and best practice information with your staff
- Act as your advocate for solution feature set and quality issues and concerns
- Provide escalation management of any issues pertaining to your Polycom solution

SERVICE BENEFITS

Client Service Management provides a bridge between your purchase of a Polycom solution and the benefits resulting from its deployment within your organization. Your CSM is your primary interface, directing all necessary Polycom resources to ensure a smooth project implementation and production environment, maximizing your investment in Polycom solutions, and minimizing disruption to your operations.

Deploy

Following the initial design phase, we will work with you to deploy your solution in a straightforward and seamless fashion. By taking advantage of these services, we can help your business adapt to the new solution and assist your users in being operational and productive from day one.

Our comprehensive implementation services leverage the expertise of our delivery personnel to ensure the optimum deployment for your business needs. We can support you at any point in your Unified Communications journey, whether you are deploying your first UC solution, migrating to a new Polycom® RealPresence® Platform, upgrading an existing solution with the latest features and enhancements, or integrating your video conferencing solution into your UC environment.

Our project management services give you access to expert project managers who follow best practice methodologies to coordinate all aspects of your solution deployment—providing a smooth, efficient service that saves you time and money.

Implementation Services

VALUE PROPOSITION

Polycom® Implementation Services provide the expertise and experience you need to deploy Polycom RealPresence Platform or Immersive Telepresence solutions quickly and accurately while minimizing disruption to your existing technology environment. You should consider utilizing Implementation Services when deploying any Polycom video conferencing solution. You will find the services particularly beneficial if:

- Your organization has a low tolerance for disruption to its network or video infrastructure
- You have limited resources or lack the appropriate skill set needed to deploy Polycom solutions quickly and efficiently
- You are implementing a complex solution including Polycom and third party products, or require a turnkey solution
- You are unsure of the most effective implementation strategy

SERVICE OVERVIEW

Although Implementation Service deliverables will vary according to the specific requirements of your Polycom solution and the environment into which it is being installed, typical service elements include:

- Hardware installation and initialization
- Software installation, registration, activation and configuration
- Initial population of up to 50 endpoints, together with their associated hardware and software
- Initial configuration and testing of interoperability with relevant third party software applications
- Comprehensive configuration of system resources, and testing of the entire installation
- Orientation session enabling knowledge transfer to your internal staff

SERVICE BENEFITS

Key benefits of Implementation Services include:

- Faster deployment
- Avoidance of common pitfalls through the use of our expert resources
- Your system will be configured to meet your specific business needs
- Accelerated ROI





App Development Services

VALUE PROPOSITION

For customers who want to integrate their video solution into their business processes, the App Development Service provides the expertise to customize the open APIs available from Polycom to meet your business needs.

SERVICE OVERVIEW

Polycom has developed a range of open standards based Application Programming Interfaces (API) for our RealPresence® Platform Management Framework solutions. If a customer is looking to develop their own Apps based on these APIs then Polycom has the consultants to help.

Not everyone has access to in-house software developers. And even if you do, not all in-house resources have the bandwidth or the necessary technical knowledge for your specific needs. So whether you need to augment existing IT resources or need Polycom to develop the App for you, Polycom offers an App

Development Service that provides technical expertise to gather requirements, design, write, install and test the customized software applications to integrate the video network into your existing business applications and workflows.

SERVICE BENEFITS

- Consulting services from the experts who wrote the Polycom APIs
- Flexibility to use consultancy hours as you need them over a period of 12 months
- Vendor agnostic consulting services
- Ability to supplement in-house IT and development staff with Polycom development consultants as needed
- Access to technical expertise, skills based consultants should issues arise

Microsoft Integration Services

VALUE PROPOSITION

With e-mail, voicemail, conference calls, video conferencing, instant messaging, and other collaboration and communications technologies now available to everyone, employees can communicate with anyone at anytime, anywhere. As a result, your unified communications (UC) strategy has become a core component of your company's overall productivity. Proper planning and deployment of voice and video collaboration tools with your Microsoft Lync solution directly impacts company success, saving you valuable time and money while helping to realize a faster return on investment.

SERVICE OVERVIEW

Collaboration can mean many things to your users—collaborating visually, by voice, by text or by data—and they expect all those means of interaction to work together seamlessly. Microsoft Integration Services can break down the barriers across your complex, dispersed and multi-vendor environment.

If you're looking to leverage the features of Microsoft® Lync® our experts will address the intricacies associated with designing and implementing a solution that works for your business

BENEFITS

Our Microsoft Integration Services can help you:

- Access a wealth of knowledge and resources through a solution consultant, project manager and delivery engineer who are focused on creating a unified environment for your business
- Save time and money by maximizing the value of your existing UC investment, while speeding the deployment and optimizing the performance of your new technology
- Support your business's future growth by building a scalable UC solution
- Promote user adoption by integrating video into existing work processes and activities

IBM Integration Services

VALUE PROPOSITION

Realize more benefits with higher quality real-time collaboration across the globe. Whether your organization focuses on reduced travel costs, improved communication to accelerate time to market or deepen customer and partner relationships, video collaboration provides significant advantages for your organization. IBM Global Technology Services help enable you to effectively integrate and implement a Polycom RealPresence video solution that is optimized for your business objectives.

SERVICE OVERVIEW

In a unified communications environment, putting the right tools within reach of your users means "one-click" access to the functionality they use most.

Our IBM Integration Services can break down the barriers across your complex, dispersed and multi-vendor environment so collaboration—and the benefits that come with it—are within reach.

Our experts integrate Polycom solutions with the latest release of IBM Sametime® to provide seamless call routing between Lotus applications and Polycom video collaboration solutions.

BENEFITS

Our IBM Integration Services can help you:

- Break down the barriers across your complex, dispersed and multi-vendor environment so collaboration—and the benefits that come with it—are within reach
- Save time and money by expediting deployment and optimizing performance of your UC solution
- Improve productivity and reduce risk by implementing the solution properly—right from the start
- Ensure that your communications strategy is properly aligned with future company growth
- Streamline communication by ensuring seamless integration with your IBM solution

Polycom® RealPresence® Platform Migration Services

VALUE PROPOSITION

Technical experts help you assess and plan the right solution migration for your business. Mitigate any risks by identifying all technical touch points and dependencies prior to beginning your technology migration.

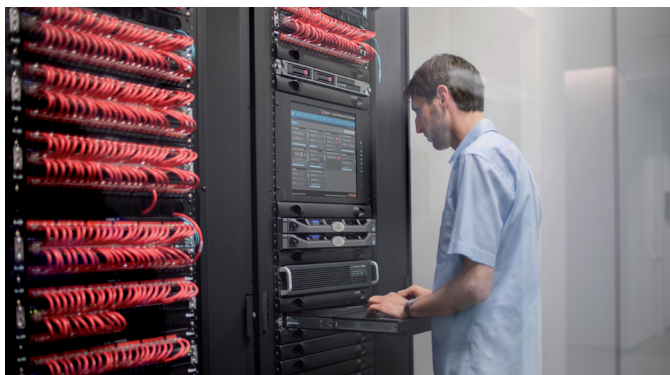
SERVICE OVERVIEW

The migration from the Converged Management Application (CMA) to Polycom® RealPresence® Resource Manager is complex, involving a transfer from Windows to Linux. The Migration service reduces any risks involved by assessing and planning the migration in advance. There are multiple pre-requisites that need to be met prior to starting a technology migration and the assigned Project Manager will help you understand and manage the steps that need to be completed, ensuring when the migration begins, your transition will be as painless as possible. Expert technical consultants will perform the migration, and provide a knowledge transfer to your IT team, remaining onsite the day after the service is complete to ensure support for your local team.

SERVICE BENEFITS

Key benefits of RealPresence Platform Migration include:

- Reduce risks inherent in any migration, leverage Polycom technical knowledge and expertise
- Minimize disruption to production environment, optional out of hours migration available to minimize impact on users
- Get operational faster, avoid unexpected delays by planning in advance



Polycom® RealPresence® Endpoint Migration

VALUE PROPOSITION

If you are looking to move from a legacy or alternative vendor’s system to a Polycom RealPresence Platform solution, RealPresence Endpoint Migration will help you seamlessly and efficiently transition supported video endpoints to your new Polycom infrastructure. When combined with our Implementation Services, RealPresence Endpoint Migration offers a phased approach whereby your infrastructure is implemented first, and endpoints are then migrated (in blocks of 50) into the production environment.

SERVICE OVERVIEW

RealPresence Endpoint Migration utilizes a phased approach, starting with a detailed discovery process to document your environment and stated objectives:

- A Polycom team will coordinate an initial meeting with you to review the project delivery process and agree to a project plan including identified activities, milestones and named resources
- A Polycom engineer will lead the migration of video supported endpoints to your Polycom RealPresence Platform, validate the migration as per your agreed plan, and compile project documentation, including configuration backup files
- Immediately after completion of the migration, the engineer will provide up to one business day of onsite, post-migration support, to enable knowledge transfer to your internal staff

SERVICE BENEFITS

Key benefits of RealPresence Endpoint Migration include:

- Optimizing your endpoint performance and maximizing adoption, by ensuring your collaboration solution is properly planned and implemented
- Improving overall productivity and performance levels, by taking advantage of the latest technology benefits
- Reducing risk and realizing a greater ROI, through a proper migration plan, ‘right the first time’ deployment, and minimized operational downtime

Optimize

The benefits of our services do not end with the deployment of your solution. We can also help to maximize the use of your UC network systems and infrastructure. We do this by driving adoption and utilization, monitoring usage, network performance and, as you add, change or expand your environment, continuing to optimize the configuration of your RealPresence Platform to maximize the return on investment.

User Adoption Services

You need to get the highest possible return on your strategic investment in video collaboration. When your users are geographically dispersed, utilizing a variety of endpoints and entrenched in the way they work, that's no easy task. Polycom® User Adoption Services are a turn-key, high-impact solution to help you create a video collaboration culture in your organization.

User Adoption Consulting

VALUE PROPOSITION

Maximizing your return on investment in any technology depends largely on your users making it a part of their workday. User Adoption Consulting builds the foundation of a cultural change within an organization—a change that will help you get the most out of your investment in video collaboration.

SERVICE OVERVIEW

Polycom has developed a comprehensive methodology to drive the adoption and ongoing use of video collaboration technology. Polycom User Adoption Consulting Service is the first step in this methodology, engaging customers in an in-depth assessment and planning process. As part of this process, Polycom evaluates your video collaboration needs and then works with you to develop a high-level solution design, an implementation framework, and a mechanism for measuring success. The end result is an actionable adoption strategy.

SERVICE BENEFITS

- Design an adoption strategy built around the needs and work habits of your end users
- Helps ensure your Polycom RealPresence video solution supports your business goals
- Accelerates return on investment by identifying the pieces of your business that will benefit most from video collaboration
- Provides you with the mechanisms and insights you need to track and measure adoption over time

User Adoption Campaign

VALUE PROPOSITION

Realizing a maximum return on your investment in video collaboration depends on the buy-in of your users. The User Adoption Campaign is a comprehensive marketing and communications campaign to drive awareness and demand internally for your Polycom video solution. The User Adoption Campaign will reinforce the user benefits of video collaboration and introduce the “Go video” movement to your organization.

SERVICE OVERVIEW

The objective of the User Adoption Campaign is to give you standardized content and creative marketing assets to build a customizable, internal marketing campaign. With it, you facilitate and promote awareness and adoption of the video conferencing solution throughout your internal organization while minimizing demand on your marketing and IT teams. It is designed as a complete collateral package that includes the following components:

- **Banners**—At 84 ¼” / 2140mm tall, these freestanding banners are intended to command attention at the main entryways at your sites of business
- **Posters**—These large format prints will reinforce messaging throughout the organization. With placement in high traffic areas like break rooms or elevators
- **Email campaign**—Composed of ten, concise messages, this standardized email campaign gives readers four incentives for leveraging video: productivity/efficiency, work/life balance, lowering costs, and decreasing environmental impact
- **Remote control docking stations**—Keeping the remote and key information within reach, these freestanding holders for remote controls make video conferencing easy when you enter the room
- **Ambassador kit**—You can enhance the peer-to-peer influence of the campaign by designating “Video Conferencing Ambassadors.” These individuals will receive ambassador kits that include instructions on how to generate interest and excitement in video collaboration, as well as a laptop decal that creates a visual cue of their role in the campaign

SERVICE BENEFITS

- Promotes buy-in of the organization's collaboration goals
- Minimizes the demand on your marketing and IT teams
- Increases visibility and awareness of your investment in video technology
- Increases the ROI of the video conferencing products
- Improves overall levels of employee productivity

User Adoption Portal

VALUE PROPOSITION

When you need an alternative to onsite training, the User Adoption Portal, customized for your business, provides users with easily accessible information and how-to training. Available 24x7 the portal helps ensure you have a well educated and video aware workforce, driving utilization and high return on investment.

SERVICE OVERVIEW

The Polycom User Adoption Portal is a turnkey package that enables customers to create a customized online resource for users of a Polycom RealPresence Video Solution. With an always-current array of video tutorials, how-to's, FAQs, and other content, the User Adoption Portal offers users on-demand access to the information they need to make video part of their workday. The Portal also minimizes the time and expense required for in-person training.

SERVICE BENEFITS

- Creates a 24x7 online destination to educate and engage video users
- Minimizes the demands on IT for user support and training
- Train users on how to leverage video conferencing regardless of their location or start date
- On demand video tutorials show users how to set up video calls, join calls in progress, use video with Microsoft Lync, and more
- Promote utilization by reinforcing the benefits of video collaboration to users, such as working smarter, communicating more effectively, and creating a better work/life balance
- Overcome user fears of using an unfamiliar technology

Polycom® RealPresence® Analytics

VALUE PROPOSITION

RealPresence Analytics is a cloud-based service that provides key utilization and performance metrics for a customer's video collaboration solution, giving customers real time visibility of their solution performance which allows them to focus their adoption and support efforts most effectively.

SERVICE OVERVIEW

The RealPresence Analytics service is an annual subscription service providing customers the ability to build reports based on your needs and objectives that include crucial performance measurement metrics. In addition, when used in conjunction with the right level of support services, RealPresence Analytics can help ensure that once users begin adopting video collaboration, usage continues to grow and progress is tracked, measured and analyzed.

SERVICE BENEFITS

- Enables informed, evidence-based decisions through usage and service quality tracking and analysis
- Identify trends for proactive decision making
- Delivers insight into where and how much video is used in your organization
- Drives down costs, maximizes your return on investment and helps to make adoption an ongoing initiative
- Helps maintain a high-quality level of service to your end users with service quality watch lists

Polycom® RealPresence® Platform Performance Management

VALUE PROPOSITION

With Unified Communication solutions becoming increasingly integrated into your business environment, and mission-critical to your business, it is imperative to maximize system uptime, but not at the expense of your IT resources. By outsourcing the management of your RealPresence Platform to Polycom, you can leverage resources with technology and interoperability expertise, and an industry-leading system that is leveraged to monitor your solution around the clock, without the expense of developing these resources internally.

SERVICE OVERVIEW

The RealPresence Platform Performance Management service allows Polycom to remotely monitor the performance of your RealPresence Platform solution, and gives you a choice of two service levels:

- Remote Monitoring and Notification provides automated monitoring, and puts your IT team in a position to provide a higher level of service. Your RealPresence Platform is monitored 24x7 and you can access summary status reports via a web-based portal as well as receive real-time alerts to specific events
- Remote Monitoring and Management builds on the deliverables of Remote Monitoring and Notification by adding four key deliverables—service desk, incident management, root cause analysis and change management. This significantly reduces the demand on your IT resources, making it the ideal solution for organizations that want to

keep their internal teams focused on day-to-day business. Remote Monitoring and Management also includes a guaranteed Service Level Agreement (SLA)

SERVICE BENEFITS

Key benefits of RealPresence Platform Performance Management include:

- Higher reliability and uptime for mission-critical Polycom RealPresence solutions
- Decreased demand on your internal IT resources
- Two levels of service, enabling you to choose the right service for your needs
- Reporting capability to quantify return on investment

Network Monitoring

VALUE PROPOSITION

Achieving optimum service levels for business-critical video conferencing depends on the availability and performance of the video delivery network. To help you understand the performance of your network, Network Monitoring offers real-time network performance management through a simple cloud-based service.

SERVICE OVERVIEW

Network Monitoring is an annual, subscription-based service providing assessment, monitoring, reporting, and analysis across your WAN, MPLS, internet and LAN environments. The service includes software solutions which continuously measure all key indicators of voice and video conferencing



performance, including bandwidth utilization, packet loss, and latency. These allow you to pre-assess your network to ensure it is ready to deliver high quality video communications; assess, monitor and troubleshoot network and application-level performance across remote locations within minutes of deployment; and continuously monitor network performance to identify potential problems before they result in service degradation.

Core capabilities of the service include:

- **Pre-deployment testing of video conferencing environments**—to simulate accurate load for a specific number of video codecs and concurrent sessions
- **Detailed monitoring and analysis**—to continuously monitor and measure the performance of the network as well as overall quality of video sessions, prior to and post deployment of any video conferencing hardware
- **Expansion testing**—to determine if a production network can handle additional load prior to service expansion

SERVICE BENEFITS

Key benefits of the UC Network Monitoring service include:

- Non-invasive, easy to deploy, cloud-based model
- Unique, integrated suite of capabilities offering network assessments, continuous monitoring and reporting in a single solution
- Ongoing visibility to network performance with access to immediate, real-time results
- Faster network performance issue identification and resolution
- Affordable investment to assure high-quality user experience

Remote Consultancy for Network Monitoring

VALUE PROPOSITION

Through Remote Consultancy for Network Monitoring, you can access the expertise of a Polycom network consultant as a technical resource to provide a range of consulting services related to the monitoring of your UC network.

SERVICE OVERVIEW

Remote Consultancy for Network Monitoring is available via two service options: a single day of remote consulting services, or six days of remote consulting spread over a 12 month period.

If you choose the **one day** remote consultancy service option, Polycom will:

- Work with you to identify your support requirements
- Provide installation and configuration support for your UC Network Monitoring service
- Configure cloud monitoring accounts and appliances



- Identify and configure up to 50 path definitions
- Review report capabilities
- Familiarize your staff with how to use the Network Monitoring service
- Prepare and present one assessment report (remotely by video/LiveMeeting) based on previously collected data

If you opt for **six days** remote consultancy over a 12 month period, in addition to the above, Polycom will:

- Determine the number and identify optimal locations for your appliances
- Detail cloud access requirements, and specify any required changes to your network that are needed to enable such access
- Collect and analyze performance data related to your network

SERVICE BENEFITS

Remote Consulting for Network Monitoring enables you to:

- Optimize the installation and configuration of Network Monitoring
- Ensure your staff are fully up to speed with the operation of the service
- Benefit from access to Polycom technical expertise on a one-time or ongoing basis

Polycom® RealPresence® Platform Optimization

VALUE PROPOSITION

RealPresence Platform Optimization service has two main objectives: ensuring your Polycom solution is fully optimized for your evolving business needs and achieving optimum implementation of the latest Polycom software revision onto your RealPresence Platform solution, all while minimizing disruption to your overall video conferencing production environment.

SERVICE OVERVIEW

A Polycom project team will coordinate a meeting with you to review the RealPresence Platform Optimization delivery process and present a project plan with identified activities, milestones and named resources. A Polycom engineer will then upgrade the software on your RealPresence Platform products, and optimize the configuration of your RealPresence Platform and sample endpoints as agreed in the plan. The engineer will also provide one business day of onsite post-optimization support, including an orientation session with your internal staff (to share changes, new features and enhancements), and compile project documentation including configuration backup files.

Four RealPresence Platform Optimization service packages are available, including RealPresence Platform Optimization for a single RealPresence Platform comprised of up to three Polycom infrastructure products; an optional service extension for one additional infrastructure product; and options for both of these services to be delivered outside normal business hours.

SERVICE BENEFITS

RealPresence Platform Optimization is particularly beneficial if:

- Your environment has recently changed, with new equipment being added
- There is increasing demand, or changes in required use
- You want assistance with reviewing your current solution and/or new targeted use, and advice on best practice configuration changes to apply to your RealPresence Platform
- You want to ensure you are getting the most from your solution, and optimal performance from your investment





“Polycom Professional Services has been very helpful in identifying the right resources for our needs, and in pinpointing ways to improve audio quality at all our endpoints. And Polycom’s senior support personnel are excellent.”

Warren Dyer, Senior Director,
Texas Tech UHSC Telecom
Services

Polycom® RealPresence® Platform Upgrade

VALUE PROPOSITION

If you need help with deciding when and how to deploy new software upgrade releases on your RealPresence Platform, the RealPresence Platform Upgrade service provides access to Polycom personnel who will:

- Plan and deploy the upgrade (out of hours if required)
- Be onsite on the first day of production with the new software, to ensure there are no issues
- Provide a solution orientation session with your internal staff to share the new features and enhancements available

SERVICE OVERVIEW

The objective of the RealPresence Platform Upgrade services is to implement the latest Polycom software revision onto your RealPresence Platform solution, while minimizing disruption to your overall video conferencing production environment. The services are appropriate if you have a set of RealPresence Platform products in a production environment and are running a legacy software release.

Four RealPresence Platform Upgrade service packages are available, including RealPresence Platform Upgrade for a single RealPresence Platform comprised of up to three Polycom infrastructure products; an optional service extension for one additional infrastructure product; and options for both of these services to be delivered outside normal business hours.

SERVICE BENEFITS

Key benefits of RealPresence Platform Upgrade services include:

- Minimizing the downtime and disruption inherent in any upgrade process
- Ensuring the upgrade is carefully planned to meet your specific requirements
- Reducing risk and realizing a greater return on investment through a properly coordinated upgrade plan and rollout, increasing productivity and user adoption

Polycom® RealPresence® Endpoint Upgrade

VALUE PROPOSITION

Due to the vital importance of managing software revisions for your complete solution, and as a complementary service to the RealPresence Platform Upgrade service, the RealPresence Endpoint Upgrade service is available for environments where Polycom RealPresence room or desktop telepresence systems are already implemented in a production environment and running a non-current software version.

SERVICE OVERVIEW

The service plans and executes the upgrade to the latest relevant and generally available software release in increments of 15 RealPresence room or desktop telepresence systems. This helps ensure consistency of your installed video systems, while minimizing downtime of your video conference solution.

SERVICE BENEFITS

Benefits of the RealPresence Endpoint Upgrade service include:

- Gaining access to Polycom technical expertise to plan and deploy your software upgrades
- Minimizing the impact on your production environment
- Reducing risks by identifying interdependencies before upgrading

Learn More

Polycom Services has more than 25 years of communications and collaboration technical experience and knowledge. We can help ensure that your investment in our solutions delivers real business benefits and accelerates your ROI. For more information on Polycom Professional Services, please contact your authorized Polycom representative or visit: www.polycom.com

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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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