



DATA SHEET

Polycom RealAccess

Information at your fingertips to unleash the potential of your collaboration solution

Collaboration tools are transitioning from a nice-to-have capability to a critical solution supporting all areas of the business. With everyone in the organization expecting video, voice and content to collaborate during meetings, it can cause strain on administrators to track performance, manage devices and provide support.

To help your IT department accomplish more with less resources, Polycom RealAccess provides you with the data required to make informed decisions to optimize your collaboration solution. Polycom RealAccess is an asset management and analytics service available in an annual subscription as a cloud-based or on-premises solution.

Asset management

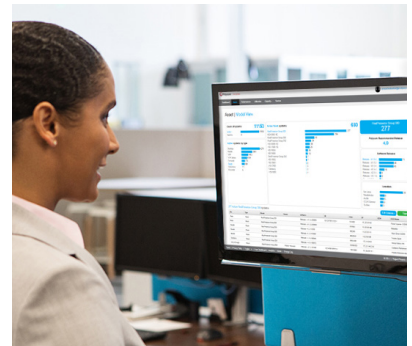
Receive detailed insight into your endpoints around the globe to understand what types of endpoints are in use, where they're located, what software releases are running and other valuable information. The asset management dashboard lets you view your entire inventory or drill down into individual locations, endpoint types or models. With clear insight into your video investments, you'll be better prepared to drive increased effectiveness in collaboration, improve your users experience and optimize your collaboration solution.

Data analytics

Access important data and metrics to understand utilization of endpoints and bridges, monitor performance and capacity, and make data-driven decisions on enhancing or expanding your collaboration deployment. With Polycom RealAccess, your data is accessible via intuitive dashboards which can be exported for further analysis. The system can also be configured to send email notifications as alerts for user-specified events to help you stay proactive.

Skype for Business integration

For organizations with on-prem Skype for Business integrated with their desktop phones and video systems, additional reporting and analytics are available. Full call detail report and site assets can be searched, filtered and analyzed.



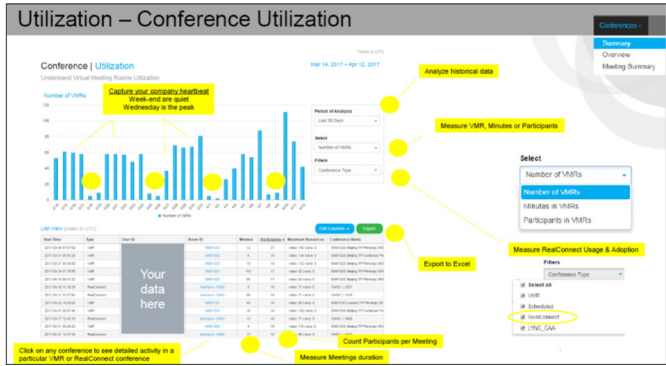
Benefits

- Understand utilization patterns, capacity and performance to drive informed decisions on enhancing the collaboration environment
- Identify trends to proactively plan for expansions and updates
- Gain insight into where and how much video is used in your organization
- Drive down costs, maximize your return on investment and track adoption initiatives on an ongoing basis
- Maintain a high-quality level of service to your end users

RealAccess Analytics Services Dashboards

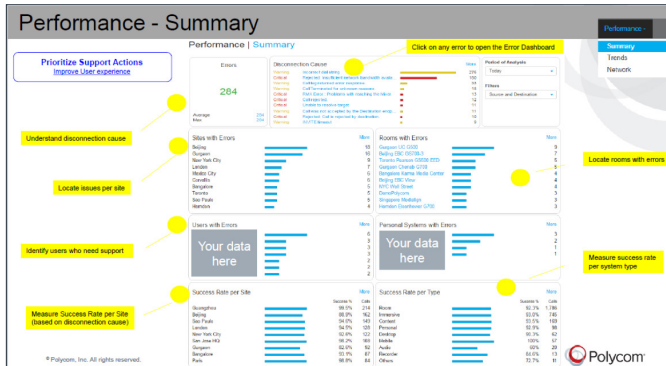
Utilization dashboards

See the number of calls over a specified time period, duration, call trends over the last month, the number of meetings in Virtual Meeting Rooms, Top 10 lists and champions, as well as least utilized rooms. You can display utilization in a List View based on a specified period of analysis and filtered by system type.



Performance trends dashboards

Performance dashboards are ideal for pinpointing sources and causes of errors, so that you can take corrective action, and ultimately improve your users experience. These dashboards show success rates by location and system type based on call disconnection causes captured by endpoints and infrastructure. Call errors and severity levels are displayed and automated notification emails can be sent to administrators when specific errors occur, or when specific endpoints experience an error.



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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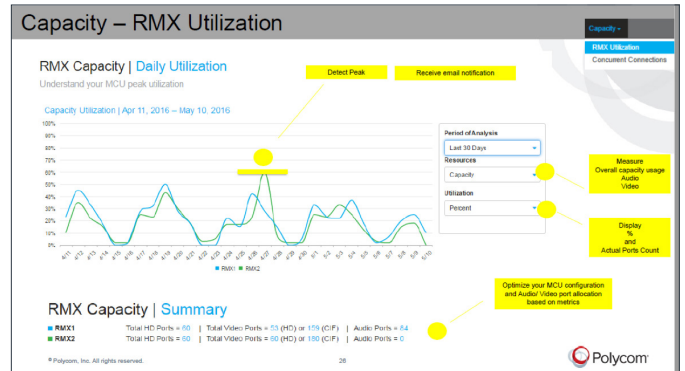
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Capacity dashboards

Understanding and tracking bridge utilization is critical to ensuring you have sufficient capacity for your call volume. You want to know when your bridges are approaching capacity long before users begin having issues joining calls. The utilization dashboard gives you a view into your peak utilization throughout the day. Thresholds can be set to send an email notification when a bridge resource is reaching a specified capacity (i.e., 75% utilization). The daily utilization graph lets you track individual or multiple bridges over a specified period to guide you on when to expand your capacity.



Sign up for a free 30-day trial

Experience the power of Polycom RealAccess Analytics—with all the data and insights it provides for driving better decisions and accelerating the return on your collaboration investment—with a 30-day free trial. Experience first-hand the full benefits of historical data, trending and export capabilities. Begin realizing the value of data and insights from the Polycom RealAccess Services Delivery Platform—visit realaccess.polycom.com.

Optional onboarding package

With the optional RealAccess Onboarding Service, our team will connect your Polycom RealPresence collaboration infrastructure solution to the Polycom RealAccess platform.

For more information

If you are looking to monitor and track performance, manage inventory, support end users, and looking for the data to make informed decisions to optimize your collaboration solution, contact Polycom today to discuss how Polycom RealAccess can help you.