

Which support service is right for you?

Polycom and our partners offer a range of complementary services including Premier, Advantage, Advantage Plus and Elite support. So which is right for you?



Which support service is right for you?

No support at all

Don't even think about it.

- 1 A single time and materials callout could cost more than an annual contract, meaning our support services deliver consistent quality, reliability, stability and value for money.
- 2 Unlike some suppliers, you can mix and match our flexible support options to the criticality of your video applications.
- 3 You can get Premier or Advantage support direct from Polycom or through our partners – whichever you prefer.



Which support service is right for you?

Premier



12 months' Premier support gets added to every solution sale because it lets you immediately access the resources you need.

- ✓ Software upgrades and updates including the latest features, functionality and enhancements as soon as they're released – accelerating your return on investment (ROI).
- ✓ Unlimited telephone technical support during normal business hours – and extensive online support.
- ✓ Next business day delivery of replacement parts – if or when they're needed. Optional next business day onsite support to install your replacement parts.



Which support service is right for you?

Advantage

With so much included in Premier support, why would you want to add the benefits of Advantage?



Priority access to 24x7 'follow the sun' support – vital if your collaboration solution spans borders or continents.



Monthly utilization reports – providing utilization statistics of your video solution.



Bi-annual benchmarking reports – compare your key utilization metrics against other corporations using video collaboration.



Which support service is right for you?

Advantage Plus

If you're a global organization with the most demanding, mission critical video collaboration needs, you'll appreciate the scope and flexibility of supplementing Advantage with Advantage Plus modules.



Direct live access to proactive business and technical support – from Polycom subject matter experts who know and understand your video collaboration environment.



Always-on remote monitoring – resolving over 85% of potential issues before they happen.



A dedicated, high touch Technical Account Manager – with personal responsibility for your environment, and acting as your voice and advocate within Polycom.



A non-technical Business Relationship Manager responsible for ensuring all aspects of your Polycom service are delivered – optimizing ROI.



Plus: new service modules being added.

Which support service is right for you?

Elite

If you have large, complex, multinational, or mission-critical service requirements, Elite provides global support for your entire Polycom collaboration environments across multiple locations.

Proactive, personalized and consultative service with direct access to an assigned Elite Business Relationship Manager and Remote Technical Support Engineer, plus telephone technical support 24x7.

Elite team of experts to optimize solution performance and minimize demand on your internal IT resources.

Proactive, solution-focused maintenance service, which minimizes customer risk and impact through upgrades and asset management.



Which support service is right for you?

So what's the bottom line

If you have in-house technical collaboration experts, you're happy with telephone support during normal business hours and next-day parts delivery, Premier gives you all the support you need.

But if you have two or more Polycom® RealPresence® platforms, limited in-house technical staff, and/or want priority access to 24x7 telephone technical support, choose Advantage.

And if you want the highest level of response and resolution to service requests, remote monitoring, and/or a closer business and technical relationship with Polycom, add one or more Advantage Plus modules.

Also think about multi-year and/or co-term arrangements that help you reduce costs and increase ROI. If you need to change or amend your Polycom service, they're future-proofed so you won't lose out. And if you have a really complex environment, think about Elite.

✓ PREMIER



✓ ADVANTAGE



✓ ADVANTAGE PLUS



✓ ELITE



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