



As a Poly Certified Service Partner, get the Poly+ support you need with the power to elevate your customers collaborative experience. Benefit from 24x7 ecosystem cloud partner support, advance hardware replacement<sup>1</sup>, and select Professional Services discounts.<sup>2</sup>

#### **Poly+ support powered by you**

Enhance your support portfolio with Partner Branded Poly+, offering premium support based on your specific business model - under your brand to your customers. And, as a Poly Services Certified Partner you receive all the benefits of Poly+.

#### **Around-the-clock help no matter where you are**

Poly solutions are rock solid, but if an incident occurs we're here to help you anytime, day or night. Poly Certified Service Partners can contact Poly 24x7 to receive support for their customer's solution.<sup>3</sup>

#### **We'll have your customer up and running in no time**

Poly provides advance hardware replacement<sup>1</sup> for any failed hardware component. If a replacement part is required to resolve a problem it will be shipped with freight charges paid for by Poly for next business day delivery, before you return the faulty one.<sup>4</sup>

Data sheet

# Features

## Ecosystem Cloud Partner Support (ECPS)

Ecosystem Cloud Partner Support (ECPS) improves response times in Poly-enabled ecosystem cloud solutions by acting as your primary point of contact. When Poly finds the problem is related to the Cloud Partner environment we will work directly with our Cloud Partner to resolve the problem.

## Upgraded IT tools

As a certified partner, gain access to upgraded IT tools with status notifications, network tools, and audit logging. Transform IT services from reactive to proactive - enabling faster response time for superior user experiences and greater adoption.

## Software Upgrades and Updates

Poly makes available system software upgrades and updates at no additional charge. Poly posts all generally available software to the Poly Support Portal or via Poly Lens. Poly Lens and Poly Lens Desktop can be used to deploy the latest device software updates.

## Designated Support Portal Access

The Designated Support Portal includes functionality for your customer accounts including product registration, search licensing, create and review service tickets, check parts replacements, download product documentation and download Poly software.

## Professional Services Discounts

Professional Services discounts are available to partners when purchasing Partner Branded Poly+.

## Escalation Management

Poly's support management team escalates issues rapidly and engages with Poly specialists for urgent resolution.

## Onsite Support Enhancement Option

Poly technical support with work with your engineer to remotely diagnosis customer problems. If required, we will dispatch a technician to your customer's site. The Poly technician will work with your customer directly to ensure resolution.<sup>5</sup>

<sup>1</sup> [poly.com/support/service-policies/advance-parts-replacement](https://poly.com/support/service-policies/advance-parts-replacement).

<sup>2</sup> This Service is only available to Poly Services Certified Partners and is available worldwide. Partners are eligible to purchase Partner Branded Poly+ services for Poly solutions which they are Services Certified to support. Maintains all Services Certification requirements as defined by Poly. Ensure all its technical personnel have completed and maintain required Poly training for applicable Partner services certification(s). Ensure the customer purchases the same service, including any options, for all new additional Poly products purchased or discovered in production during the term of the service. The Partner will also notify Poly when new Poly Product orders have been placed. Poly can, at its sole discretion, decline to provide Service support if the Customer does not include all its Poly products under this Service.

<sup>3</sup> Partners can contact support 24x7.

<sup>4</sup> Partner is responsible for the installation and configuration of all replacement parts provided by Poly as part of the Partner Branded Poly+ Service.

<sup>5</sup> Onsite Support is available for an additional fee and availability is subject to Customer location and Poly Product type. Poly onsite support does not include the installation of software upgrades, installation of any Poly product enhancements, or Poly Product configuration support. At its sole discretion, Poly may install software updates which are required to restore the covered product to operational condition.

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