



**RUN SMARTER.  
RUN BETTER.  
SLEEP EASIER.**

# **POLY PRIVATE MANAGED SERVICES**

Consider your day-to-day technology management responsibilities taken care of – just outsource them to us! Poly Private Managed Services delivers, manages, and supports a variety of Poly and non-Poly collaboration solutions. We can lift the burden on your internal teams and help you meet changing requirements, all while keeping your collaboration solutions reliable and cost-effective.

## **BENEFITS OF POLY PRIVATE MANAGED SERVICES**

- Improves uptime.
- Maximizes ROI.
- Lowers TCO.
- Reduces risk.
- Accelerates success.

# PRIVATE SOLUTIONS TO MEET YOUR NEEDS

Delivered by the Poly Customer Management Center, our private managed services can be hosted at your own data center or privately hosted in the cloud. We provide an always-on Unified Communications (UC) infrastructure with 24x7 technical support.

## PRIVATE HOSTED HYBRID SERVICE

Do you prefer gradual migration in phasing workloads over time? Have you considered the benefits of IT in an all-cloud deployment, even while being able to revert to a premise-based model if need be? Looking to rely on hosting from your own data center, but want the service delivered by a remote, external team? If these are important to you, meet your ideal solution: Poly Private Hosted Hybrid Managed Service.

Backed by a secure path that supports standards-based, internet-enabled video endpoints to connect with end users, Poly uses industry-best services for connecting the protected Poly-owned devices infrastructure solution through a firewall traversal solution.

**NOTE:** The Private Hosted Hybrid Service requires all necessary connectivity and access to communicate with the components via a LAN/WAN infrastructure.

## PRIVATE HOSTED SERVICE

There are several vital factors to consider when it comes to an always-on UC private hosted managed service. Let's start with your goals:

- Does your team need enhanced control and privacy?
- Do they want to customize your cloud environment to tailor highly-targeted, business-critical objectives?
- Do they need a private cloud that scales as easily as a public cloud?

Poly Private Hosted Managed Service meets your company's specific needs. Rest easy, knowing that Poly-provided data centers are providing a virtual extension of your corporate network, with increased elasticity and scalability. Expect always-on, cost-effective, wide-scale, and multi-point video conferencing. It also offers call processing and video bridging resources, as well as advanced dial-plan management to support external connectivity.

## FEATURES THAT COME STANDARD WITH BOTH SERVICE SETS:

- **Fully-managed turnkey service.**
- **Call processing support:** Advanced dial-plan management can be implemented to support external connectivity via firewall edge traversal to other external video conferencing systems including third-party video conferencing platforms.
- **B2B video collaboration:** A secure path for supported, standards-based Internet-based video endpoints to connect with end users.
- **Device management support:** Includes device status checks, device provisioning, device software updates, some forms of conference scheduling, directory integration, global address books and endpoint call detail record (CDR) collection and consolidation.
- **Poly Service Desk:** Works closely with your support staff and provides event, incident, problem, change, configuration, and capacity management.
- **24x7 access** to the Poly Service Desk.
- **Active and passive monitoring** of all managed devices, and proactive remediation to nip problems in the bud – all with the goal of maintaining and increasing overall service availability.
- **Service Level Objective measurements** of service performance.
- **Periodic service reports:** Monthly usage and service reporting summaries.
- **Generation and review of utilization reports.**
- **Network Readiness Workshop:** Evaluates when the network is ready to carry the expected real-time media workloads. Poly will train you how to monitor the network for the duration of the service.
- **Service Design Workshop:** To understand the chosen collaboration-enabled use cases and workflows, expected user experiences, and the current collaboration solution and architecture. During the workshop we review and capture up to five expected future video-enabled workflows, and after the Workshop deliver the final solution design.

## **BENEFITS OF BOTH MANAGED SERVICES:**

- **Video bridging support:** Allows multiple standards-based endpoints to connect in a single meeting, allowing high quality content sharing between all connected devices.
- **High-scale, high-definition (HD) video collaboration:** Supports up to one hundred and eighty participants in a single HD conference (maximum resolution at 720p30).
- **The seamless support of multiple standards and protocols:** Allows organizations to cost-effectively conduct wide scale multipoint video conferencing.
- **Virtual Meeting Rooms (VMRs):** Can be set up as dedicated or shared meeting rooms with chairperson and participant PINs.
- **Industry-best-practices:** For connecting your protected infrastructure solution through a firewall traversal solution, exclusively providing services to authorized users.
- **The Network Readiness Workshop:** Helps you evaluate your network ahead of carrying real-time media workloads.
- **Integration assistance:** Includes One Touch Dial calendar integration, Microsoft integration, browser-based connectivity, and 24x7 service desk support.
- **Endpoint management and provisioning** (supported endpoints only).
- **SIP Audio integration services:** Allows users to join a conference by telephone.
- **Bursting capacity of 25%** on the increased CU within at least thirty business days.
- **High availability:** Can be provided, or designed to meet your requirements based on local or geographical redundancy.
- **Geo-redundancy:** Safeguards against catastrophic events and natural disasters, and loads balance traffic for optimal performance.
- **Telepresence support:** Allows automatic control of video layouts aimed specifically at multipoint calls with Poly Immersive Telepresence systems.
- **Video bridging support:** Enables multiple standards-based endpoints to connect in a single meeting. Includes high quality content sharing for all connected devices.
- **One Touch Dial:** Enables video endpoints to click to join conferences through calendar invitations.

An additional optional feature only available for the Private Hosted Service is that Poly can provide integration and regional phone numbers to dial into conference calls by phone.

## **ADDITIONAL OPTIONAL FEATURES FOR EITHER MANAGED SERVICE:**

- **Active directory integration:** Automate the assignment of individual user virtual meeting rooms.
- **Calendar integration.**
- **Microsoft Integration using Poly RealConnect technology:** Allows standards-based endpoints to establish a cascade to the Microsoft Teams infrastructure where multiple native Microsoft clients are connected into a common collaboration session.
- **Browser-based connectivity:** Enables participants without a dedicated video conferencing endpoint or video collaboration software to join in, participate, and share content in a meeting.



## **FIND THE POLY PRIVATE MANAGED SERVICE THAT'S RIGHT FOR YOU**

Contact your Poly representative today to learn how Managed Services can extend (and save!) your IT Team.