poly

**EXPERTISE TO
MEET YOUR UNIQUE
CHALLENGES**

# POLY CUSTOMER SUPPORT SERVICES

Poly helps you meet a variety of business challenges with a comprehensive portfolio of Support Services designed to meet your exact needs. Each business environment is unique, which is why our support service options provide the right level of assistance and technical expertise, when and where you need it, to keep your end users productive and satisfied.

## BENEFITS OF POLY SUPPORT SERVICES

- Gain peace of mind that you have the right level of support for your business.

- Assure business continuity with advance replacement next business day.

- Have access to unlimited world-class support to ask technical questions.

- Reduce costs, increase uptime, drive productivity, adoption, and utilization of all your conferencing solutions to speed your return on investment (ROI).

- Receive end-to-end support from one organization.

- Access the Support Portal for a broad spectrum of self-service support information for your Poly audio, video, and infrastructure products and solutions.

# COMPREHENSIVE OPTIONS BASED ON YOUR NEEDS

Choose the right level of support to match your business requirements.

## POLY+

Rest easy knowing Poly has your back, day or night. No one knows collaboration solutions better, especially given our expertise and alliances with leading ecosystem partners, including Microsoft, Zoom, Google and others. Poly solutions are rock solid, but if an incident occurs, you're covered. Advance hardware replacement with pre-paid next day shipping assures business continuity. Exclusive professional services discounts save your business time and money. And with upgraded access to premium software, elevating your collaborative experience for your entire enterprise couldn't be easier. Unlock the potential of the possible.

### POLY+ INCLUDES:

- Unlimited, global 24x7 technical support.
- Advance hardware replacement next business day.
- Ecosystem Cloud Partner Support.
- Exclusive professional services discounts.
- Upgraded access to premium software.

## POLY+ ENTERPRISE

It's peace of mind only Poly can deliver. Poly+ Enterprise gives you hassle-free asset management, automatic coverage, and premium software for your entire Poly estate. You can even purchase your choice of devices at a fixed support price without the hassle of tracking serial numbers. Get advance hardware replacement wherever you need it with pre-paid next-day shipping for minimal downtime. Rely on 24x7 priority response for your Poly and leading ecosystem solutions and your own designated Poly Service Delivery Manager.* Supply your IT staff with integration features and tools that empower them to serve your teams proactively. It's everything you get from Poly+, turbo-charged to keep your enterprise running smoothly.

### POLY+ ENTERPRISE INCLUDES:

- Unlimited, global priority response 24x7 technical support.
- No need to track serial numbers.
- Advance hardware replacement.
- Coverage for your entire Poly estate.
- A designated Service Delivery Manager (SDM).
- Enterprise integration and IT tools for maximum success.

\* For eligible customers only - contact your representative for further information.

## ELITE

Our Elite Service provides a holistic support strategy beyond individual products—optimizing the performance of your solution and increasing your return on investment. Elite is a proactive, personalized, high-touch support service that helps you manage your dispersed Poly environment around the world, provides resources to manage your day-to-day technical requests, and keeps a close watch on your Poly investment in its entirety. Our solution-focused support service helps you minimize risks through strategic upgrades and smart asset management.

### ELITE INCLUDES:

- Consultative services including regular business and performance reviews with direct access to an assigned Service Delivery Manager.
- Telephone technical support 24x7 with direct access to a Remote Technical Account Manager.
- Primary point of contact for Poly enabled strategic cloud partner endpoint environments.
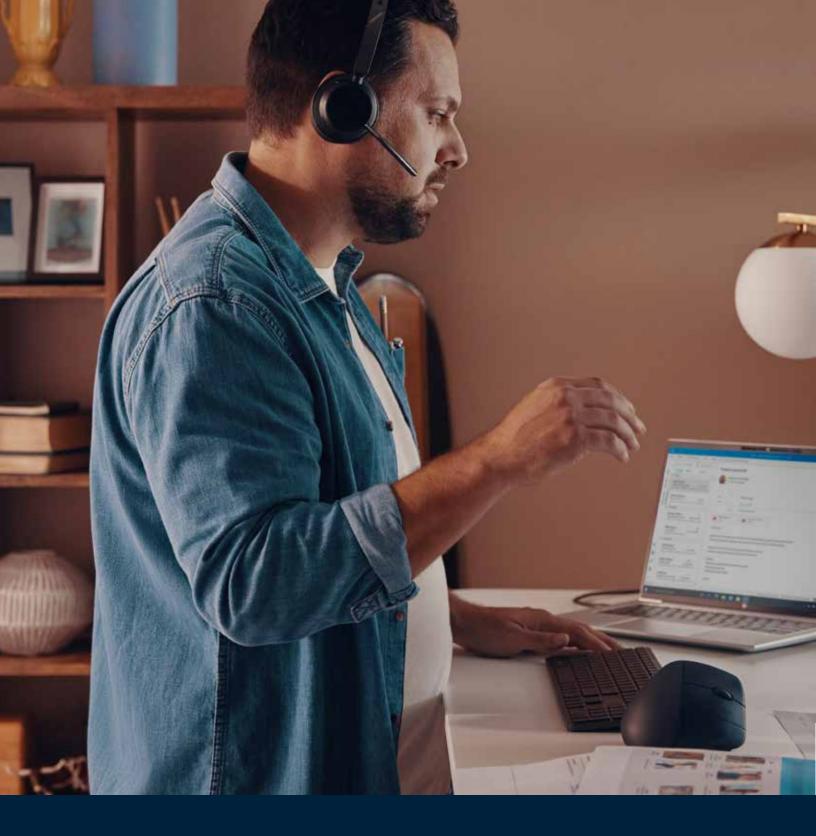
## OPTIONAL SUPPORT MODULES

As a global organization with collaboration needs, you'll appreciate the scope and flexibility of supplementing Poly+ with optional support modules.

**Service Delivery Management (SDM)** provides customers seeking post-implementation support to grow, manage, and optimize their Poly investment through virtual access to an assigned service management advocate. This industry-leading expertise can augment the customer's internal resources, maximizing return on investment with analysis and improvement recommendations, and aid in the improvement of the adoption and experience of the Poly solution.

**Technical Account Management** is a proactive, personalized support program for customers with mission critical Poly solutions. Your Technical Account Manager (TAM) serves as your dedicated consultant, helping you grow, manage, and optimize your Poly investment and achieve desired business outcomes.

**Resident Technical Service** brings Poly best-in-class technical expertise to your site. Designed for customers with mission critical UC or complex video environments, this service supplements your existing staff with continuous, onsite technical and networking expertise, supporting your daily operations.

# FIND THE POLY SERVICE THAT'S RIGHT FOR YOU

For the best customer experience Poly recommends the purchase of a support service agreement. Save time, money, and resources, and gain peace of mind by contacting your Poly representative today.