![Poly logo]

EXPERTISE TO MEET YOUR UNIQUE CHALLENGES

POLY CUSTOMER SUPPORT SERVICES OPTIONS

GET THE EXTRA HELP YOU NEED WHEN YOU NEED IT.

So you've selected your customer support service from Poly. Great!

But maybe you're realizing that you need a little more expertise. We've got you. Our optional flexible support options provide the exact level of assistance and technical expertise you need, when you need it. We'll help keep your end users productive, happy, and loving your IT team.

EXTRA SUPPORT FOR YOUR TEAM

Add one or more of these options to your Poly support contract to match your business requirements.

SERVICE DELIVERY MANAGEMENT

Need reliable post-implementation support and assistance to grow, manage and optimize your Poly investment? Your Service Delivery Manager (SDM) serves as a remote non-technical management interface for all Poly service program activities. Collaborating with your designated representative, the SDM applies a vast knowledge of Poly capabilities to set up key areas of your business for success.

BENEFITS

- A customer advocate and single point-of-contact within Poly to monitor, analyze and report on service and support for your Poly production solution.

- Schedule regular review meetings based on agreed Key Performance Indicators (KPIs) and escalation support during business hours.

- Capacity management: set goals, monitor and report on capacity to meet future business needs.

- Each customer is unique and SDM responsibilities will vary subject to customer requirements.

TECHNICAL ACCOUNT MANAGEMENT

Better management. Better resources. Better support. Poly delivers the proactive, consultative business relationship you need. Our Technical Account Management personalized support assigns you a Technical Account Manager (TAM) to help grow, manage, and optimize your Poly investment- so that you can achieve your desired business outcomes. The Poly technical account management team understands your UC environment and provides insights and solutions that help your business and your bottom line.

BENEFITS

- Dedicated resource who builds a long-term business relationship with your team and are focused on your success.

- Direct, remote access to an experienced Poly Technical Account Manager.

- Augments your internal IT resources with UC solutions expertise.

- Achieve your desired business outcomes.

- Maximize ROI by increasing successful enterprise-wide user adoption of collaboration solutions.

- Reduce risk and impact of changes throughout the Poly solution life cycle.

Technical Account Management is a global value-added service option, only available to customers that maintain an active Poly support agreement on their entire Poly infrastructure solution.
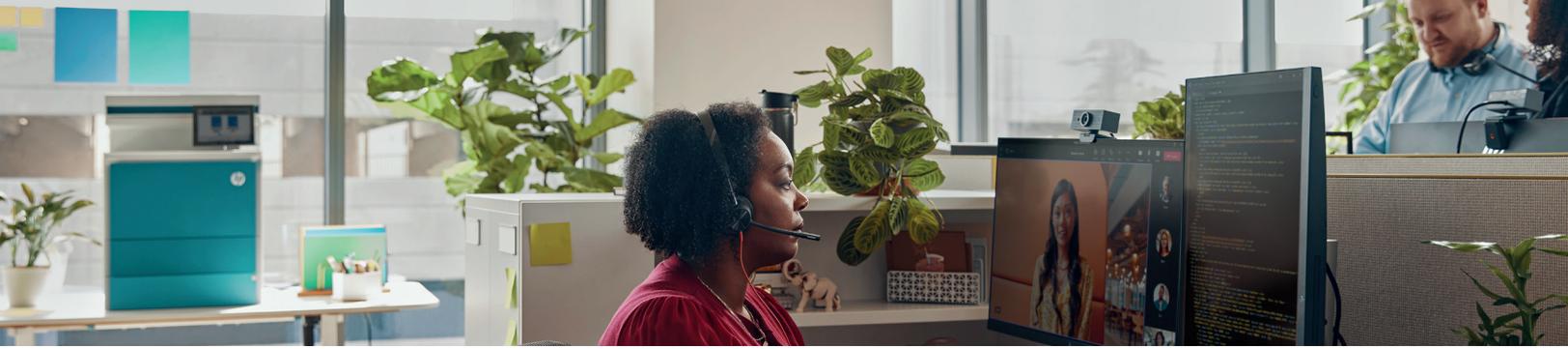
RESIDENT TECHNICAL SERVICE

Organizations are constantly introducing new solutions and applications. Does your IT department have the time and expertise to manage all those technologies? If not, we do. Poly Resident Technical Service can supplement your existing staff with continuous technical and networking expertise — onsite or remotely. We'll provide a dedicated technician who understands your company's specific UC needs, and who'll work closely with your internal team to provide operational and planning assistance. Your Resident Technician will optimize the resources that support your core business strategies, saving you time and budget. Our methodology shows you how to adopt and use the Poly solution to quickly achieve your business objectives, getting you the most from your investment.

Your Resident Technician will provide targeted deliverables that span a wide variety of tasks, freeing your staff to focus on core competencies and key initiatives. Need assistance with day-to-day administration, maintenance, or monitoring and basic troubleshooting of Poly solutions? Your Resident Technician is on the case, applying Poly best practices, extensive expertise and ongoing technical training to improve your operational efficiency and maintain a stable, productive conferencing environment. They'll also provide additional coverage for installations, large-scale deployments and assistance with operations during critical, strategic projects.

BENEFITS

- Brings Poly best-in-class technical expertise to you— onsite or remotely.
- More than just a staff augmentation, Poly Resident Technicians provide unparalleled support with specialized skills to fulfill your specific requirements.
- Supports your daily operations.
- Solves technical problems.
- Offers a four-tiered resource model to ensure the right level of expertise to meet your requirements.
- Helps maximize your collaboration investments by ensuring a stable environment, a high level of response when needed and increased user adoption of your Poly solution.
- Allows your internal resources to focus on your core business and strategic initiatives, rather than managing the day-to-day functionality of your Poly solution.
- Applies Poly best practices to best configure, support and manage your environment to meet your business needs.

ADD THE SUPPORT OPTIONS THAT ARE RIGHT FOR YOU

Poly support service agreements give you more than an ideal customer experience—they offer peace of mind. But since every organization is different, we offer customizable support options from leading designated experts to super-charge your level of service. They'll help you provide collaboration environments that enable success without compromise. Sounds like a dream come true? Contact your Poly representative today and discover that these services are the real deal.