



# REMOTE MONITORING AND MANAGEMENT

# ALL THE UPTIME YOU NEED

Why build a monitoring and management solution in-house when you can buy the best? The industry-leading Poly Remote Monitoring and Management platform is built to work around the clock — and save you the expense and complexity of building and managing one yourself. Based on ITIL framework and backed by global Poly services capabilities, our remote monitoring sets you up with data gathering tools that expertly monitor your collaboration and infrastructure environments.

Need help with event, incident and problem management for your ongoing collaboration operations but don't have the resources for it? Poly Remote Monitoring and Management handles it for you, keeping your collaboration solutions reliable and cost-effective. You already know that outsourcing day-to-day technology management responsibilities is a strategic method to improve operations. Thanks to our simplified and dependable ITIL-based processes, proactive monitoring and remote management capabilities, it's easy to rely on Poly's team of experts to proactively detect and solve problems and accelerate the return on your technology investments.



## ALWAYS ON

### POLY REMOTE MONITORING AND MANAGEMENT

**Collaboration solutions are critical to your success. And you know how imperative it is to maximize system uptime without it being at the expense of your IT resources.**

Even if your Service Desk is prepared to resolve multiple kinds of issues, it's probably swamped providing reactive support to your end users. The Poly remote monitoring capability of our managed services solution enables you to get proactive. You'll detect potential issues and provide always-on remote monitoring of video and audio devices and infrastructure — whether on-premises or cloud-hosted — with business outcome assurance. We provide data tools for effective device monitoring: dashboards, alerts, and reporting for your network-attached rooms and infrastructure. Your teams can quickly get to the root of the problem and effectively resolve it.

Poly's Remote Monitoring and Management service includes proactive issue resolution, complete with remote monitoring and management of your multi-vendor collaboration environment. Poly can solve your problem while your Service Desk accesses other Poly resources that free them to focus on their areas of expertise. Having our platform monitor your solution around the clock will also save you the expense of developing and investing in these resources internally.

### BENEFITS

- Devices are monitored and managed 24x7.
- Accelerated problem resolution including proactive notification and remediation.
- Higher reliability, uptime, and security for your collaboration devices.
- 24x7 access to application support.
- Advanced and intuitive reporting capability to quantify return on investment.
- High level of service with delivery of measurable service level objectives.
- Flexibility to scale your collaboration investments to meet changing business requirements globally.
- Lower total cost of ownership.
- Decreased demand on your internal IT resources, resulting in lower total cost of ownership.



### **POLY REMOTE MONITORING AND MANAGEMENT FOR ENDPOINTS, ESSENTIALS**

Poly Remote Monitoring and Management for Endpoints, Essentials lets Poly remotely monitor and manage the performance of your collaboration devices - voice and video endpoints, including immersive telepresence. We provide predictable system reliability, high availability, and security for all aspects of your environment. Having greater flexibility to scale your collaboration investments makes it way easier to meet changing business requirements. And robust reporting lets you oversee management activities and make informed IT decisions in a snap.

### **POLY REMOTE MONITORING AND MANAGEMENT FOR INFRASTRUCTURE**

Poly Remote Monitoring and Management for Infrastructure lets Poly remotely monitor and manage the performance of your Unified Communications (UC) infrastructure with 24x7 technical support. It doesn't matter if it's installed on-premises or in the cloud: count on predictable system reliability, high availability, and security all around. It makes it far easier to scale your collaboration investments to meet changing business requirements. Robust reporting helps your team to oversee management activities and make vital IT decisions.

### **CUSTOMER SUCCESS MANAGER**

Customers with critical business requirements for their managed endpoints need guidance in all aspects of Poly's Managed Services relationship. That's where our Customer Success Manager (CSM) comes in. Your primary interface with Poly, the CSM, is a senior consultant who provides service and utilization reports. They direct all applicable Poly resources to ensure efficient production environments for your managed endpoints. A CSM is included with all infrastructure services and highly recommended for endpoint services.



## **THE IDEAL POLY MANAGED SERVICE IS WAITING FOR YOU**

Choose the managed service that can reduce demand on your IT resources, keeping them nimble and focused on your core business. Contact your Poly representative today to learn how Poly Managed Services can extend your IT Team.