Poly Elite

Business processes rely heavily on virtual collaboration tools making your unified communications environment a top priority. You need a support team that understands your unique environment and specific needs. Our Elite Service provides a holistic support strategy, optimizing performance and increasing your return on investment.

Single point of contact for you to get the help you need

Poly will assign a dedicated Customer Succes Manager (CSM) to monitor, analyze and report on the service and support of your Poly solutions.

The go-to tech support you can always count on

The TAM is your primary technical resource who manages escalations, updates the CSM, offers recommendations for deployment planning, provides version control for software and hardware product upgrades, and oversees remote deployment of system upgrades.

We'll have you up and running in no time

Poly will provide advance replacement[1] for any failed hardware component covered under Elite. If Poly's technical support representative determines that a replacement part is required to resolve an issue, a replacement part will be shipped by Poly with all freight charges paid for next business day delivery using an expedited carrier service.

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Features

Priority 24x7 Technical Support to a designated team

Receive account-specific phone access to the customer support team familiar with your deployment who assist in solving issues around-the-clock.

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 support receives a request for a Poly product used in an approved strategic cloud partner environment, we will work directly with our cloud partner to resolve the problem.

Pro-active Software Version Management

Your Elite team keeps you updated on the latest releases and how they apply to your systems and environment.

Software maintenance update and upgrade assistance

The TAM works with you to recommend, plan, and oversee remote deployment of all Poly software updates and upgrades. They take into account your environment and interdependencies to minimize risk and impact on your production environment.

We maintain your Poly collaboration asset list

To give you an overview of your collaboration tools, your Elite team catalogs all infrastructure, network, and endpoint hardware, including voice products, if covered by Elite in your Poly environment.

Elite Service Program Review

Your CSM and TAM conduct regular status meetings with your assigned point of contact, addressing service status, open strategic issues, summary of your new initiatives and updates on new product releases and their applicability to your environment.

Upgraded Poly Lens Premium Software

Unlock access to Poly Lens premium features. Gain better visibility into your collaborative device investment ensuring optimal deployment, usage reporting, proactive troubleshooting, and smooth integration into existing IT systems. Learn More Here: https://info.lens.poly.com/docs/licenses/poly-plus-features

Poly Support Portal Access

The Poly Support Portal allows you to register products, search licensing, create and review service tickets, check parts replacements, download product documentation and Poly endpoint software, and much more. Access the Poly Support Portal at: www.poly.com/support

Professional Services Discounts

As an Elite Service customer you are eligible for exclusive Professional Services discounts.

Optional Fee-based Services

Enhance Elite with additional options - Onsite support dispatching an authorized technician to your site for replacement part installation, Four-hour response providing delivery of replacement parts and dispatch of an authorized technician to your facility within four hours of the final diagnosis and additional time with Customer Success Management and Technical Account Management for customers with highly decentralized Poly solutions.

[1] poly.com/support/service-policies/advance-parts-replacement .

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July 2023