



DATA SHEET

Polycom® RealAccess™

Information at your fingertips to unleash the potential of your collaboration solution

Collaboration tools are transitioning from a nice-to-have capability to a critical solution supporting all areas of the business. With everyone in the organization expecting video, voice and content to collaborate during meetings, it can cause strain on administrators to track performance, manage devices and provide support.

To help your IT department accomplish more with less resources, Polycom RealAccess provides you with the data required to make informed decisions to optimize your collaboration solution. Polycom RealAccess is an asset management and analytics service available in an annual subscription as a cloud-based or on-premises solution.

Asset management

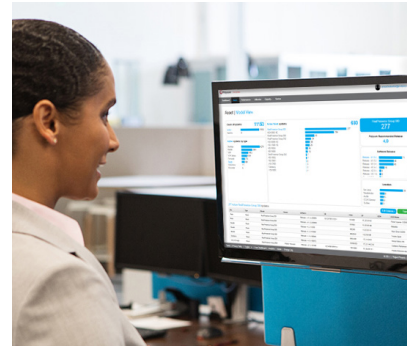
Receive detailed insight into your endpoints around the globe to understand what types of endpoints are in use, where they're located, what software releases are running and other valuable information. The asset management dashboard lets you view your entire inventory or drill down into individual locations, endpoint types or models. With clear insight into your video investments, you'll be better prepared to drive increased effectiveness in collaboration, improve your users experience and optimize your collaboration solution.

Data analytics

Access important data and metrics to understand utilization of endpoints and bridges, monitor performance and capacity, and make data-driven decisions on enhancing or expanding your collaboration deployment. With Polycom RealAccess, your data is accessible via intuitive dashboards which can be exported for further analysis. The system can also be configured to send email notifications as alerts for user-specified events to help you stay proactive.

Skype for Business integration

Organizations with on-prem Skype for Business integrated with their desktop phones and video systems have access to additional reporting and analytics. Full call detail report and site overviews can be searched, filtered and analyzed. Audio and video call data analytics are available for all SFB audio and video calls.



Benefits

- Understand utilization patterns, capacity and performance to drive informed decisions on enhancing the collaboration environment
- Identify trends to proactively plan for expansions and updates
- Gain insight into where and how much video is used in your organization
- Drive down costs, maximize your return on investment and track adoption initiatives on an ongoing basis
- Maintain a high-quality level of service to your end users

