



## DATA SHEET

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# Polycom® VVX® Services for Microsoft® Lync®

The expertise you need to smoothly transition to Lync for enterprise voice.

As you look to transition from a traditional PBX to Lync for Enterprise Voice, Polycom® VVX® handsets are becoming the solution of choice for many organizations. Polycom VVX Services for Lync (and soon Skype® for Business) are focused on ensuring that you are successful in deploying VVX handsets in a Lync environment.

VVX Services for Lync are designed to:

- Assist in making sure that Lync and the network are prepared to manage voice applications
- Help you understand use cases, features and the provisioning process to quickly get started deploying VVX handsets
- Support you with the challenges of deploying hundreds or thousands of handsets at headquarters or around the world

The following offerings are available in the VVX Services for Lync portfolio:

### VVX QuickStart Services

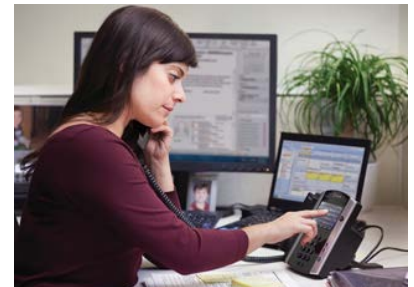
The QuickStart service will provide consulting, best practices, and guidance to help you understand VVX use cases, calling features, and handset options and jump start your understanding of how to deploy VVX in your Lync environment.

If you are doing a Lync Proof of Concept, pilot, or initial production rollout, this service will help to make sure that your users' early experience with Lync voice is positive. Polycom will work with you to set up a demonstration center with a Provisioning server and VVX handsets. Together we will review and select the default options and implement either 10 or 20 use cases and features such as boss/admin, reception, call group pickup, intercom, branding with your logo, and many more exciting features that VVX handsets can support.

You can invite representatives from across the organization to visit your demonstration center to experience these new Lync features with VVX handsets so they will be comfortable with them when they begin to use them post deployment:

### Key Deliverables

- Project kick-off meeting
- Discovery workshops session(s)
- Detailed Use Cases that will be implemented
- Configure Provisioning server
- Ten to twenty demonstrated use cases or features
- Use case documentation



### Benefits

- Follow best practices for deploying VVX handsets in a Lync environment
- Fill the gaps in skillsets or cover geographies where resources are not readily available
- Proven track record and methodologies for deploying UC solutions for enterprise voice
- Focused on end user adoption and rollout rather than the Lync infrastructure

## Health Check for Lync Infrastructure

Many customers have been using Lync IM and Presence for many years and are comfortable managing their Lync platform to support these workloads. As you begin to deploy new workloads with video, collaboration, integration with RealConnect, and Lync enterprise voice you will put much more stress on your Lync platform.

The HealthCheck service analyzes your existing Lync infrastructure to help you be confident that it will support the planned video, voice, or collaboration workloads you want to support for your users.

### Key Deliverables

- Project kick-off meeting
- Discovery workshop session(s)
- HealthCheck report and review session that summarizes the analysis and makes recommendations for improving the Lync platform

## VVX End User Orientation

The majority of your users are information workers and require “typical” functions and features from their VVX handset such as place or receive a call, hold, transfer, conference, etc. There are always users in each organization that require specialized use cases or calling features, such as boss/admin, receptionists, call group pickup, intercom, etc., to be successful in their job.

Bring Polycom Lync voice experts to work with you or your end users to help solve these specific migration challenges. Polycom consultants will conduct an end user orientation session to work closely with your end user to review what they do in your legacy PBX environment and to help you define, configure, and use a similar workflow with Lync and your VVX handsets.

This service is priced on a per day basis and provides for one day onsite consulting with up to two orientation sessions within the same day.

### Key Deliverables

- Review and document legacy use cases and associated call flows, if required
- Recommend new call flows that are supported by both Lync and the VVX handset
- Implement new call flows for the end user(s)
- Train the end user(s) on how to use the new call flow for the use case
- Provide any Polycom or Microsoft documentation that is available that illustrates the use case

- Provide a summary of the session which includes overview of the session, configuration settings made to VVX handsets and Lync client, and feedback from the end use

## VVX Handset Installation Service

As you roll out hundreds or even thousands of VVX handsets across a number of locations and geographies, you may need “feet on the street” to help you accomplish these repetitive deployment tasks.

The handset installation service includes unpacking, assembly, firmware updates, on desk placement and testing of the handsets. This service will provide physical installation of Polycom VVX handsets for customers who are migrating a group of users in a branch, site, or department to Lync Enterprise Voice.

This service works in conjunction with the VVX Provisioning and Deployment Support service to offload these repetitive deployment activities from your internal migration teams:

### Key Deliverables

- Confirm the correct handset model at each location
- Unpack and assemble the handset, affix asset tag, if applicable and place on end user’s desk
- Connect the handset to the network jack and computer, USB cable and power as required.
- Allow the handset to download firmware and configuration from provisioning server
- Allow the handset to boot to main menu or login screen.
- Complete Customer Install Checklist for each handset

## VVX Provisioning and Deployment Services

Before the handsets are sitting on your users’ desks, you need to make sure that your branch site is ready to support the handset installations. The network needs to be prepared, the default configurations selected, each users’ location needs to be documented with the type of handset they will receive and the special features that need to be applied to it.

The provisioning and deployment service provides planning, provisioning and support for the deployment of the VVX handsets, ensuring the individual handsets are configured properly. Additionally Polycom provides support to your migration team when they install handsets and cutover users onto the Lync platform.

This service work in conjunction with the VVX handset Installation service to offload these repetitive deployment activities from your internal migration teams.

#### Key Deliverables

- Implement/configure VVX provisioning server to support the branch site
- Validate network pre-requisites are correct
- Provision each handset specified in the installation checklist
- Provide Tier III support to the migration team during the handset install and day 1 migration event
- Knowledge transfer to the onsite administrator on how to manage the provisioning of the handsets at this branch location.

Microsoft Lync can be a large and complex solution that supports a wide range of features, architectural complexity, and scale. Polycom provides guidance to help you be successful in deploying Lync Enterprise Voice with a focus on ensuring VVX handsets are optimized for and adopted by your end users. Let Polycom help you develop a Lync solution and migration plan that will meet your specific objectives and requirements.

## About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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