

# ▶ Polycom® Global Services Immersive Telepresence Maintenance Services

## The Experience to Protect Your Investment



Polycom Global Services has been providing support and services to communications and collaboration customers for nearly 20 years. When Polycom and its Partners support your environment, we can help you maximize your company's usage of immersive telepresence with optimal uptime so you gain a fast return on your investment (ROI).

### **ImmersiveCare Service Support—Where You Need It, When You Need It**

With Immersive Telepresence Maintenance Service, we strive to exceed your support expectations and to maximize your Polycom® RPX™ HD and Polycom OTX™ HD telepresence experience. Comprehensive maintenance helps ensure your solution performs optimally. As a result, you maximize your use of the solution and hasten your ROI. With Polycom Global Services ImmersiveCare, anytime you have a question or need assistance, Polycom and its Partners are there for you.

Since immersive telepresence customers span geographical boundaries, it can be a challenge for companies to provide consistent and efficient support with expertise in all locations. In addition, customer IT staff are often overloaded with existing projects and may not have time to receive additional training on telepresence solutions to support their company's usage. And, since many companies are measured on return on investment, rapid and efficient response to maximize uptime and usage is critical.

Polycom's ImmersiveCare Service is the best fit for those companies with large IT departments who are deploying immersive telepresence solutions regionally or in select locations. For environments with more demanding service requirements, faster on-site response, or faster parts replacement delivery, we offer various other support options.

### **Immersive Telepresence Elite Service**

Depending on your in-house expertise and the size of your deployment, you should consider upgrading to Polycom's Immersive Telepresence Elite Service. This service augments standard ImmersiveCare Service deliverables with the following additional resources: an Elite Service, Manager (ESM) and an Elite Service, Engineer (ESE).

- ESM – Manages all aspects of your immersive telepresence experience and gives you a single point of contact for all of your support needs
- ESE – Provides engineering management of internal Polycom resources and manages the technical aspects of your immersive telepresence solution.

### **Benefits**

Polycom's ImmersiveCare Service includes a broad range of support tasks that protect your investment, such as:

- Unlimited 24x7 telephone technical support
- Escalation support
- 8 x 5 on-site support with next business day response
- Advance parts replacement of technology components
- Software upgrades and updates, including version control
- Preventative maintenance

The Polycom Immersive Telepresence Elite Service is the best fit for those companies who are deploying immersive telepresence across many geographies in complex environments.

**Polycom Immersive Telepresence Elite Service and ImmersiveCare Service**

	<b>Immersive Telepresence Elite Service</b>	<b>ImmersiveCare Service</b>
Elite Service, Manager	X	
Elite Service, Engineer	X	
Elite Service Equipment List	X	
Periodic Business Review Meetings	X	
Preventative Maintenance	X	X
8 x 5 On-Site Support with Next Business Day Response	X	X
Unlimited 24 x 7 Technical Phone Support	X	X
Software Upgrades and Updates	X	X
Advanced Parts Replacement	X	X
Escalation Support	X	X
On-line Support	X	X

**Features**

**Assigned ESM** – An ESM is assigned to your account to manage support activities, proactively provide information and act as your single point of contact to initiate, manage, and report on all Elite Service activities. The ESM provides escalation management for engineering, service and product management issues. *Immersive Telepresence Elite Service only.*

**Assigned ESE** – The ESE is the prime technical resource for your ESM. The ESE manages escalations, provides updates to the ESM, and offers recommendations for deployment planning, version control for software and hardware product upgrades, and deployment oversight of system upgrades. *Immersive Telepresence Elite Service only.*

**Elite Service Equipment List** – During the on-boarding process for a new Immersive Telepresence Elite customer, all products covered under the Elite Service contract will be reviewed. This equipment documentation will be provided to the customer. *Immersive Telepresence Elite Service only.*

**Periodic Business Review Meetings** – The ESM will conduct periodic business reviews with the customer’s assigned point of contact. Topics may include program status, actions and new initiatives, review of open and closed cases, and RMA status.

**Preventative Maintenance** – Twice a year Polycom will execute on-site preventative maintenance for immersive telepresence technology components.

**Elite Service On-Boarding** – Asset inventory, process alignment, contact information, and other tasks to maximize the customer’s Elite Service experience. *Immersive Telepresence Elite Service only*

**8 x 5 On-Site Support with Next Business Day Response** – For technology component failures that cannot be resolved remotely to the customer’s satisfaction, we provide next business day on-site response by a technical engineer to facilitate problem resolution.

**Unlimited 24 x 7 Technical Telephone Support** – Immersive Telepresence Maintenance Service provides access to expert technical support engineers who will assist in solving issues by phone. Polycom telephone support is available 24x7 for immersive telepresence customers with a maintenance contract.

**Advance Replacement of Parts** – Provides expedited replacement of all covered, failed hardware parts. If technical phone support uncovers is a hardware part failure or an obvious malfunction, a replacement part will be dispatched on the same day for next business day delivery (subject to local pick-up time restrictions). In addition, customs delays may affect actual delivery time in certain countries. Please note that consumable items such as light bulbs and projector lamps are not covered.

**Software updates and upgrades** – Provides you with both software updates and upgrades. Software updates correct software errors. Software upgrades provide you with major features and functionality releases. You can download these yourself when ready, or set up automatic downloads.

**e-Support** – Provides access to Polycom’s extensive technical online KnowledgeBase, including technical tips, search and query functions, access to software downloads, an RMA resource page, software activation assistance, frequently asked questions (FAQs) and many other features.

**Learn More**

Polycom Global Services offers a wide variety of services worldwide, including Support Services, Professional Services, Training, and Wireless Services. Contact your authorized Polycom Partner or Polycom sales representative for additional information or visit [www.polycom.com](http://www.polycom.com).

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