

# ▶ Service Programs for Polycom® Partners

## Designed to complement your service business strategy



The Polycom Partner Service Programme (PPSP) is an extension of our core Partner certification programs and sets the quality standards for channel partners who provide service and support to customers as they integrate voice, video, web and data into core networks.

The PPSP programme requires that authorised Partners demonstrate expertise in virtually all aspects of Polycom technology and associated network environments. Only authorised Partners are able to purchase support contracts from Polycom and only authorised Partners have access to the technical expertise and product knowledge available from Polycom Global Services. Each Service Program from Polycom is designed to complement your service strategy and local market dynamics. Whether you choose to provide a single service, such as installation, or an entire suite of support services, Polycom offers flexible choices for augmenting your organisation's skills and resources.

Whichever program you qualify for, you are assured of efficient, cost-effective, reliable service delivery. Your organisation, and ultimately your customers, benefit from proven business processes and metrics that are rigorously monitored and managed.

Service Programs.

Three distinct Service Programs are available:

- Service Partner Program
- Service Reseller Program
- Service Distributor Program



**POLYCOM**  
Authorised Service Partner

### Service Partner Program

The Service Partner Program is designed to complement your own service business. The extent of support you require from Polycom will depend on the extent of your organisation's capabilities and the needs of your customers. In this program, Polycom and the partner share delivery responsibility; however, the partner sells their own branded service and retains account control.

The chart below indicates the delivery responsibilities:

Service Feature	Partner Premier
Service Branding	Partner
Service Selling	Partner
Account Control	Partner
End-user Telephone Technical Support	Partner
Partner Telephone Technical Support	Polycom
Advanced Parts Replacement	Polycom
On-Site Labour	N/A
Software Updates *	Polycom
Software Upgrades *	Polycom
eSupport	Polycom

\*as released Breakdown of service delivery between Polycom and Partners varies by service program chosen.

### Benefits

- ▶ **New business opportunities**
  - Entry into the services market with the Polycom portfolio or
  - Complementing your existing service offerings while retaining account control
- ▶ **Expand the reach of your organisation worldwide -**
  - Offer valuable services to your global customers without incurring additional cost or infrastructure requirements
  - Entry into locations that may not have been accessible to you
- ▶ **Priority and immediate access**
  - Leverage Polycom's comprehensive service programs,
  - Access and use of our global infrastructure,
  - Involvement with Highly skilled, experienced support teams for responsive, reliable resolution of issues
- ▶ **Being Authorised to sell service**
  - Ensures the highest levels of customer satisfaction
  - Increases customer loyalty
  - Encourages repeat product purchases and faster technology adoption
  - Additional revenue streams
- ▶ **Being Authorised to sell service**
  - Allows you to brand and market your Polycom connection.s



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## The Service Partner Program

**Partner Premier:** If you already offer a range of end-user support plans, but want Polycom to provide the back-end support, this is the plan for you. You continue to handle end-user inquiries and dispatch your own service engineers to the customer site when required, while Polycom provides solutions for parts replacement, inventory management, software support, level two technical support and escalations.



The **Service Reseller Program** gives you the ability to provide your customers with a full range of services without investing in service infrastructure, management or delivery capability. Simply select and re-sell the level of Polycom support services that best meets your customers' needs, and Polycom takes care of the rest. Your customer is assured of quality, responsive support, and you have a satisfied, loyal customer. Details of Polycom's service offerings can be found on the Polycom web site.



**Service Distributor Program** As a participant in the Service Distributor Program you market Polycom's industry leading Service Programs to authorised dealers. Your dealers can offer a complete solution - product, service and training - by participating in the service program that fits with their business model. See the Polycom web site for details of our service offerings.

**Description of Services** No other service partner programs in the industry provide such an expansive mix of coverage and choice.

**End-user telephone technical support during business hours:** Provides users with access to expert technical support engineers who assist in solving issues by phone during normal business hours in the designated support centre's local time, Monday through Friday, excluding national and local holidays.

**On-site Labour:** Technical support personnel who provide on-site service to resolve issues that cannot be resolved remotely, within a time period determined by geography and the service program selected.

**Partner Telephone Technical Support:** Partner access to Polycom's technical support specialists via phone during local business hours, Monday through Friday excluding national and local holidays recognised by Polycom.

**Advanced Parts Replacement:** Provides expedited replacement of all covered, failed hardware parts. If telephone technical support determines that there is a hardware part failure or if there is an obvious malfunction, a replacement part will be dispatched on the same business day. Customs delays may affect actual delivery time in certain regions. The defective part must be returned.

**Software updates:** Customers are entitled to receive software updates upon release to correct a software error that prevents the installed system from conforming to published specifications.

**Software upgrades:** Software upgrades provide major features and functionality releases for your current, registered Polycom product. Software upgrades are available upon release.

**Online Support:** 7 x 24 Internet access to the comprehensive, online Knowledge Base with natural language query capability, Tech Tips, Tech Bulletins, FAQs (Frequently Asked Questions), spare parts information and documentation. Being a partner provides you with more in-depth access and information than is available to end-users.

Polycom Global Services is dedicated to providing comprehensive, world-class Service Programs that assist our partners in delivering extraordinary service and support to their customers.

## For More Information

With Service Programs for Polycom Partners, you can offer your customers a complete portfolio of service options to meet their requirements, knowing that your organisation is backed by a global team of service engineers with the in-depth experience, skills, technology and tools that only the leader in collaborative communications solutions can provide. Simply select the program that makes the most sense for your organisation and your customer base. Please note: All programs may not be available on all Polycom products or in all regions. Check the price book for availability in your region.

To find out more about how your organisation can benefit from the Polycom Partner Services Program, please contact your local Polycom representative.

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