

Polycom[®] Certification Program Description

Immersive Telepresence VNOG Provider

Delivering a World-Class Support Experience

Polycom has created and supports a certification program for partners and service providers that offer managed network services, also known as Video Network Operations Center (VNOG) services, for Polycom immersive telepresence solutions. The Polycom Immersive Telepresence VNOG Provider (TVP) Certification Program features the industry's most stringent requirements to ensure quality and reliability of services and the best user experience for customers.

Program Overview

The new program offers a "Certified" and "Advanced Certified" level of certification. Both certification level requirements provide partners with the knowledge and capabilities to deliver and support immersive telepresence VNOG service offerings. Polycom Certified TVP partners must attend intensive VNOG technical and best practice training, as well as meet lab equipment requirements. In addition to these qualifications, Polycom Advanced Certified partners must also complete advanced lab and training requirements, adhere to program governance and complete annual operational audits supported by Polycom.

Both TVP programs provide partners with exclusive access to telepresence technical product information and expertise. Advanced Certified VNOG Provider partners receive additional benefits including on-going Polycom VNOG program support, product management access, and advanced telepresence product support.

Each program is designed to meet our partners' capabilities and business requirements and ensure that all Polycom VNOG service partners are competent and prepared to deliver world-class end-user experience in support of our industry-leading telepresence solutions.

The pre-requisites for both programs are outlined and detailed below.

A. Certified Partner Program Prerequisites

- Completion of Polycom's telepresence sales certification program
- Partner must currently provide video managed services 24x7x365 globally, on traditional standard definition and high definition videoconferencing (H.323, SIP, ISDN and audio) technologies with an existing and operational VNOG service center(s)
- Complete current program Transfer of Information (TOI) sessions, including:
 - Telepresence VNOG Service Specifications
 - Review of Converged and Overlay Network Requirements
 - TVP Program VNOG Infrastructure Implications - technical review on "Telepresence multipoint conferencing using the RMX"
 - Implementation/Day 1 and Support/Day 2 process review
- Lab requirements
 - One (1) Polycom RMX 2000 solution or higher dedicated to lab and used by VNOG for verifying and training on new software features and versions
 - One (1) Polycom RPX, OTX or ATX complete system or lab kit dedicated to and used by VNOG for verifying and training on new software features and versions
 - One (1) Polycom HDX 8000 or 9000 solution dedicated to lab and used by VNOG for verifying and training on new software features and versions

- Training requirements
 - Existing CSP and other service certifications can be used to fulfill the program requirements upon verification by Polycom
 - Minimum of two (2) VNOC staff with Polycom RMX certifications*
 - Minimum of two (2) VNOC staff with Polycom RPX/OTX maintenance certifications**
 - Minimum of two (2) VNOC staff with Polycom HDX certifications ***
 - Minimum of one (1) VNOC staff with Polycom VBP maintenance certification****
 - For Certified Program, Polycom VBP certification is only required if partner is delivering VBP solution as standard service offering

B. Advanced Certified Partner Program Prerequisites

The following are required in addition to the Certified Partner criteria, described above:

- Training requirements
 - Existing CSP and other service certifications can be used to fulfill the program requirements upon verification by Polycom
 - Two (2) additional VNOC staff (total of 4) with Polycom RMX certifications
 - Two (2) additional VNOC staff (total of 4) with Polycom RPX/OTX maintenance certifications
 - Two (2) additional VNOC staff (total of 4) with Polycom HDX certifications
 - Minimum of two (2) VNOC staff with Polycom VBP maintenance certifications
 - Two (2) IP Network Certified Engineers (Cisco CCNA, Avaya ACS Implementation or equivalent upon verification by Polycom)
 - Two (2) IP Network Certified Design Engineers (Cisco CCDP, Avaya ACS Design or equivalent upon verification by Polycom)
- Lab requirements
 - One (1) CMA 4000, 5000 or higher dedicated to lab and used by VNOC for verifying and training on new software features and versions
 - Only required if partner is delivering Polycom CMA solution as a supported or standard service offering
 - (1) Polycom VBP 5300 or higher dedicated to lab and used by VNOC for verifying and training on new software features and versions
 - Only required if partner is delivering Polycom VBP solution as a supported or standard service offering
- Web-based scheduling application supporting Polycom RMX, Polycom telepresence, HDX and CMA desktop solutions
 - API (Application Programming Interface) for Microsoft Outlook and/or Lotus Notes custom integrations
- Audit requirements
 - Advanced VNOC Provider partners agree to allow and assist with Polycom to perform a yearly process audit of VNOC operations to pass/fail standards, including analysis of:
 - Program Level
 - Implementation Coordination
 - Reservations
 - Conference Management
 - Fault Management
 - Reporting

C. Obtaining Certifications

For partners interested in pursuing VNOc certification please contact your Services Account Manager at Polycom through your Channel or Account Management team.

Once the requirements for the selected program are met, the partner will be audited by remotely by Polycom to verify that all pre-requisites have been completed successfully. For Advanced certified partners the audit is conducted on site at the partner location. Upon completion of the audit, a formal award letter will be sent by Polycom Global Services to the partner registering and validating program status with Polycom.

After certification, Polycom is in constant communication with our partners. If a partner company drops below certification requirements in lab, personnel, training or audit standards, the partners will have a 90-day grace period to remedy compliance gaps to program standards.

TVP program certifications are valid for two (2) years and must be renewed to current published standards to maintain TVP partner status. Polycom reserves the right to change certification program requirements at any time.

D. Partner Requirements and Benefits

Operations Support	Certified	Advanced Certified
CRM Integration	●	●
<p>CRM access – Enable partner VNOc staff to open new tickets, view status of pending or closed tickets, and escalate tickets directly within Polycom's CRM system</p> <p><i>Partner Benefits</i> – Differentiates Partner from other service providers – Creates an efficient method to report and escalate issues to Polycom Technical Support. CRM functionality is available to VNOc and CSP service providers only.</p>		
Lab & Production Equipment Requirements	●	●
<p>RPX, OTX or ATX system or lab kit, RMX, VBP, HDX 8000 or 9000 – Polycom-designated, -required and -supported release levels for production environment, access to product support resources in support of lab.</p> <p><i>Partner Benefits</i> – Differentiates Partner from other service providers; enhanced lab requirements for VNOc service providers only.</p>		
Service Level Objectives (SLOs)	●	
<p>Set targets for average speed of answer, call handling, fault management and reservations/ conference success and system availability. Partner performance against metrics is reviewed annually by Polycom's Program Management team.</p> <p><i>Partner Benefits</i> – Creates high standard and benchmarks for VNOc service providers that are marketable and a differentiator in video managed services. Program is designed to compliment or enhance existing partner service offerings. Polycom Support is available as required in facilitating delivery of SLO and SLA statistics and reports.</p>		