



DATA SHEET

Polycom® RealPresence® Platform Optimization Services

Optimize your collaboration solution to meet the needs of your evolving business

Why optimize?

If your business is evolving, it can be difficult for your technology to keep up. The way you configured your Polycom solution at deployment may not be delivering the highest return on investment for your business as it runs today.

In addition, Polycom often releases new versions of the software running on our solutions to expand functionality, efficiency, and interoperability. Customers with a support contract in place can download these software upgrades for free, providing an even greater return on their investment. However, when it comes to your Polycom® RealPresence™ Platform solutions, the task of understanding all of the interdependencies and potential issues that may arise during a software upgrade can be daunting.

Why Polycom Professional Services?

Polycom Professional Services deliver unified communications (UC) expertise that can transform your organization—externally and internally. Combining unparalleled strategic partnerships with industry-leading knowledge and experience, our dedicated UC professionals can help you plan, integrate, deploy, and evolve UC solutions that reduce total cost of ownership and deliver immediate returns to your bottom line.

By leveraging the proficiency of Polycom's collaboration experts, you can help ensure that your Polycom solution is fully optimized for your evolving business needs while achieving a quick and seamless implementation of the latest Polycom software revision onto your Polycom RealPresence Platform solutions.



Benefits

- Minimize downtime and disruption inherent to any upgrade
- Ensure your Polycom RealPresence Platform solutions are configured to deliver optimal performance for your evolving collaboration environment
- Improve overall levels of productivity and performance by taking advantage of the latest technology benefits
- Reduce risk and realize a greater return on investment through a proper upgrade plan and roll-out
- Optimize your infrastructure performance by leveraging the proven expertise of Polycom and our certified partners

Service overview

Polycom RealPresence Platform Optimization begins with the project team coming together to review the delivery process and agree upon the project plan, including activities, milestones, and named resources. A Polycom engineer will then upgrade the software on your Polycom RealPresence Platform products and optimize the configuration of your RealPresence Platform and sample endpoints, as agreed upon in the plan. The engineer will also provide one business day of onsite, post-optimization support, including a session with your staff to share changes, new features, and enhancements.

Polycom RealPresence Platform Optimization is delivered in four phases. We start with an analysis of your current system, including understanding your existing environment and most

common use cases for your collaboration technology. In the next phase we use best practices and technology expertise to recommend configuration changes and a project plan. In the last two phases, we execute on the agreed-upon plan and offer an orientation and assistance the day following the optimization—both at the site where the infrastructure products are located.

Purchase options

Polycom RealPresence Platform Optimization starts at a base level that includes the upgrade of up to three Polycom infrastructure products. Additional infrastructure products can be added to this service in increments of one. In addition, you can opt to have the upgrade delivered outside of normal business hours to further minimize disruption.

Need flexible financing?

Polycom **CAPITAL**
Collaborative Financing

www.polycom.com/polycom-capital

About Polycom

Polycom is the global leader in standards-based unified communications (UC) solutions for telepresence, video, and voice powered by the Polycom® RealPresence® Platform. The RealPresence Platform interoperates with the broadest range of business, mobile, and social applications and devices. More than 400,000 organizations trust Polycom solutions to collaborate and meet face-to-face from any location for more productive and effective engagement with colleagues, partners, customers, specialists, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best TCO, scalability, and security for video collaboration, whether on-premises, hosted, or cloud-delivered. Visit www.polycom.com or connect with Polycom on Twitter, Facebook, and LinkedIn.

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