

▶ 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

