

Polycom - Frequently Asked Questions

Polycom® RealPresence™ Cloud Strategy Launch

Definitions

Polycom® RealPresence™ Cloud

A wholesale, carrier-ready offering to enable service providers to quickly bring to market Video-as-a-Service (VaaS). The solution encompasses a fully managed multipoint video service that supports a multitude of connectivity options between standards-based room, mobile, PC, and web-based endpoints, as well as Microsoft Lync 2010™, IBM Sametime®, and endpoints supporting the non-standard TIP protocol.

Polycom® RealPresence™ Platform

The most comprehensive software infrastructure for universal video collaboration, powering Polycom's market-leading HD telepresence and video solutions.

Polycom® RealPresence™ Network

Purchased from HP in 2011 and formerly known as the HVEN, RealPresence Network is a high-bandwidth, full-duplex, worldwide, fiber-optic, low-latency network. It consists of private leased lines owned and managed by Polycom. The network is designed with a very flat, scalable topology comprised of an optical, carrier-class global backbone, and powered by the RealPresence Platform.

Video-as-a-Service (Vaas)

Video-as-a-Service (Vaas) is a cloud deployment model for video, whereby a customer has access to video capabilities on a subscription basis without having to physically acquire and deploy video infrastructure.

TIP

Telepresence Interoperability Protocol (TIP) is the non-standard protocol used to in Cisco's proprietary Telepresence solutions. Polycom has interoperability with the TIP protocol in both endpoints and in the RealPresence Platform.

OVCC

In June 2011, Polycom partnered with leading global telecommunications service providers from around the world to unleash broader visual communications adoption by enabling interoperability and global business-to-business (B2B) connectivity for telepresence and video conferencing. The Open Visual Communications Consortium (OVCC) was incorporated in August 2011, of which Polycom was a founding member. Currently there are 16 OVCC members whose mission is to develop and support a ubiquitous video marketplace by establishing secure, quality-assured, and video-capable interconnections between service providers. Service enablement across the OVCC is expected to become commercially available in mid-2012.

Solution Overview

What are the components of the RealPresence Cloud Offering?

The RealPresence Cloud is powered by the RealPresence Platform and the RealPresence Network and is a wholesale, carrier-ready offering to enable service providers to quickly bring to market Video-as-a-Service (VaaS).

Will all Polycom endpoints work with this service? All standards based endpoints?

Yes. Since this service is powered by the RealPresence Platform, all standards based systems as well as UC environments will be supported by RealPresence Cloud services, including: Microsoft Lync, IBM Sametime, Cisco CUCM, BroadSoft, Siemens, and Avaya. It supports multiple Protocols: SIP, H.323, H.264, TIP, RTV and multiple devices: standards based video devices, PCs and tablets.

Does the service include audio conferencing?

Yes. The RealPresence Cloud supports audio conferencing and mixed conferencing with both voice and video since it is powered by the RealPresence Platform.

Will Polycom also offer a fully managed video-as-a-service offering with the RealPresence Network?

Yes, but only as outlined above as wholesale offerings to qualified service providers and channel partners.

How much will the service cost?

End user pricing will be determined by service providers and channel partners who sell the service to end users.

Technical Details

What makes the RealPresence Cloud "carrier grade"?

With the RealPresence Platform at the heart of the RealPresence Cloud, carrier-grade requirements including remote management, multi-tenancy, and extended API's for OSS/BSS services will be released in mid-year 2012. In addition, only Polycom offers: true carrier-grade reliability and scale supporting up to 75,000 device registrations and 25,000 concurrent sessions; native integration with Microsoft Lync, IBM Sametime and the non-standard TIP protocol, 100% auto-failover and geographic redundancy, 50% less bandwidth than other solutions and has 3.5x more resource capacity for lowest TCO and faster ROI. The platform includes universal video collaboration, video resource management, virtualization, universal access and security, and video content management - all critical components for a successful video collaboration deployment.

Does the RealPresence Cloud operate/interoperate across different carrier networks?

RealPresence Cloud offerings will be hosted on the Polycom RealPresence Network as well as potentially on other providers' networks. With the broadest support of open standards and native interoperability (provided by the RealPresence Platform), Polycom will be working in 2012 to fully integrate its RealPresence Network with the OVCC members for interoperability across carrier networks for B2B connectivity.

How is Polycom leveraging the HVEN network acquired from HP?

The HVEN network has been renamed the RealPresence Network. This global network will be leveraged to allow service providers to offer VaaS to SMB and Enterprise customers without the investment in the creation and ongoing management of their own cloud network.

Availability

When will RealPresence Cloud be available?

RealPresence Cloud is available now with limited availability for qualified service providers.

When can enterprises buy RealPresence Cloud?

While we do not control Service Provider launch dates, we expect that service providers will make VaaS offerings - leveraging RealPresence Cloud services - available to both enterprise and SMB customers in 2H 2012.

What does “limited availability” mean?

Phase I of RealPresence Cloud services will be offered to a limited number of qualified service providers. Phase II will extend RealPresence Cloud services to channel partners later in 2012.

Is anyone using the RealPresence Cloud yet?

While several of the world's largest service providers use the Polycom RealPresence Platform to deliver cloud-based VaaS (including China Unicom, Airtel in India, 8x8 in the U.S. plus others), initial trials of RealPresence Cloud are expected to start in Q1.

Is it production ready?

The RealPresence Network (formerly HVEN) is a production service and provides VNOC services to Halo customers. The RealPresence Platform has been integrated into the RealPresence Network which powers the RealPresence Cloud. The RealPresence Cloud is available for a limited number of qualified service providers to initially evaluate and test services. Per our roadmap, we will build out all the necessary components to bring a scalable wholesale VaaS for service and solution providers in the 2H of 2012.

Will the service be available globally?

Yes. RealPresence Cloud services will be offered on a global basis.

Will the service be available in different languages?

Initially, the services will be English only and expanding to additional languages over time based on market demand.

Additional Details

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, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best TCO, scalability, and security—on-premises, hosted, or cloud delivered.

For more information, visit www.polycom.com, call 1-800-POLYCOM, or contact your Polycom sales representative.

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