Polycom® Professional Services

Transform your unified communications strategy into a competitive advantage
Why Polycom Professional Services?

Customers today have ever more complex and integrated communications environments. Environments that you want to link together to work as seamlessly as possible, to provide your users with easy to use and easily accessible methods of communication and collaboration. But with the ever-growing range of technologies and applications available, it is difficult for in house IT resources to have the knowledge and expertise for each technology, to understand the interdependencies, and to manage the integration of these solutions into your environment.

Our dedicated professional consultants can help you plan, deploy, and optimize Unified Communications (UC) solutions that will help you grow your business. If you lack the resources or knowhow to plan, implement or optimize the leading-edge technologies you need Polycom Services and our certified partners can help you position your business ahead of your competitors.

Balance open solutions with your unique business needs

Polycom Professional Services have the technical expertise to help you create communication environments that enable your employees to collaborate easily. By utilizing our consultants to support your in-house resources you can save time and money, reduce risks and speed the time your solution is operational and in use. This allows you to focus on your core business and allows your employees to collaborate at a higher level. Some of the diverse benefits of utilizing Polycom Professional Services include:

- Mitigate risk and maximize return on investment when adopting new technologies with our world-class service portfolio
- Faster solution deployment with packaged, proven and integrated services based on standardized processes—accelerating the return on your investment (ROI)
- Improved productivity and reduced risk—by ensuring optimum implementation of your UC solutions, right from the start
- Peace of mind that your communications strategy is properly aligned for future business growth

A major reason why organizations choose Polycom Professional Services is our ability to improve how they communicate, collaborate and perform. This is our sole focus—realized through an approach that involves supporting our own end-to-end portfolio of video, voice and collaboration infrastructure solutions—as well as the best-in-class offerings of our strategic partners, including many of the world’s leading UC vendors. You will find our services particularly beneficial if you:

- Need a solution design and implementation plan that is customized to your needs, objectives, use cases and unique technology environment
- Have a broad range of UC and collaboration technology in geographically dispersed locations, requiring a measured and consistent implementation process
- Need to increase adoption or usage of your UC solution

“Polycom Services helped us design and implement a highly reliable, distributed video network that will scale with our business needs and that lays the groundwork for seamless integration with our unified communications platform. We are extremely pleased with the results and view Polycom as a valued business partner.”

Mary Genrich
Director Conferencing Services
Kimberly-Clark
Comprehensive support throughout your entire solution lifecycle

By addressing your immediate collaboration requirements and long-term objectives, our comprehensive service portfolio supports your entire solution lifecycle, creating a foundation for faster deployment, reduced downtime and maximized ROI.
Polycom Professional Services

Consult

Let Polycom help you identify tried and tested use cases, understand technical interdependencies, reduce risk, and produce a solution that works exactly the way you want—while saving you resources, time and money. Our major service areas include comprehensive network assessment to determine the readiness and requirements of your network, workspace design services to guide you to the right UC solution for your various collaboration spaces, envisioning and solution design services to optimize the performance of video collaboration over your network and help you to avoid common pitfalls, and adoption consulting to create an adoption strategy and change management process.

Consulting

VALUE PROPOSITION

Let Polycom help you identify tried and tested use cases, understand technical interdependencies, reduce risk, and produce a solution that works exactly the way you want—while saving you resources, time and money.

SERVICE OVERVIEW

Our dedicated professional consultants can help solve common or complex business problems. Whether your need is to extend your team for a specific project or time period, we can help meet your IT objectives without breaking your budget. Our consulting services include, but are not limited to, advising customers on reconceptualising their UC experience, including network assessment, solution design, increasing technology adoption, conducting user interviews, and producing end of consulting term reports. All you need to do is choose the type of consultant, or mix of consultants, that meets your needs.

Field engineers can work on projects that include conducting Health Checks on the IT environment, configuration improvements as well as instant availability for real-time troubleshooting. Solution consultants provide technical expertise and perform tasks at an hourly or daily rate.

SERVICE BENEFITS

- Extend your team without recruitment costs or ramp up time
- Have time to focus on your core business
- Accelerate solution deployment based on standardized processes—accelerating the return on your investment (ROI)
- Improved productivity and reduced risk—by ensuring optimum implementation of your UC solutions, right from the start
- Complete planning and management of complex video and/or audio system implementation or upgrade project
Envisioning

VALUE PROPOSITION
With Polycom Envisioning Services, you get an in-depth plan to fully deploy Polycom solutions into your environment. Whether your vision is to have a robust video conferencing solution where every user can join a video meeting from a conference room or their desktop or mobile device, or you plan to replace a legacy system, you will understand how Polycom solutions will meet business needs, identify features that align with your business goals, determine technology environment interdependencies, recognize any limitations, and build a clear strategy, budget and plan to move forward successfully.

SERVICE OVERVIEW
The objective of the service is to capture your required video-enabled business workflows and propose the optimal architecture of the Polycom collaboration solution as well as budgetary information to meet your needs.

The service is delivered using a systematic methodology applied in four phases:

Phase 1: One-day discovery workshop
During the workshop, Polycom will meet with your team to understand current workflows, user experiences and the existing environment, as well as capture future desired states.

Phase 2: Solution architecture design analysis
Polycom will analyze various technical aspects of the solution architecture and will collaborate with your subject matter experts to design a solution that allows a smooth integration into your environment, and once implemented, offers an optimal end-user experience and delivers the expected video enabled workflows.

Phase 3: Executive summary presentation
This presentation will deliver findings and the proposed design for the high-level architecture of your solution that enables the required workflows.

Phase 4: Final report
At the conclusion of the engagement, the Polycom team will provide the Polycom Envisioning Service Report with compiled findings and recommendations.

SERVICE BENEFITS
- Identify key success factors for designing your collaboration environment
- Understand your vision and desired user experience
- Define simple video-enabled business workflows and your business objectives
- Capture and translate user stories that drive the technology requirements into solution architecture

Solution Design

VALUE PROPOSITION
Through the Solution Design service, Polycom technical experts will develop a detailed design for the deployment of your RealPresence Platform solution, ensuring your investment in Polycom technology meets your specific business needs and environment.

SERVICE OVERVIEW
Solution Design is the first step in designing the physical deployment of your solution by creating a detailed plan for meeting your needs. To help assure optimum results, it is highly recommended that you combine this service with Polycom Implementation services or the equivalent from a Polycom RealPresence Service Specialized Partner Solution Design involves the following four-phase process:

Phase 1: Discovery
Assess and gather relevant information to understand planned use cases, business requirements, IT applications, current network, specific technical requirements and/or system integration touch points.

Phase 2: Analysis
Analyze various technical aspects of the design in order to achieve a smooth integration into your environment, and once implemented, provide an optimal end-user experience.

Phase 3: Review
Present the findings and initial technical recommendations for deployment of your solution, based on your requirements.

Phase 4: Final report
Summarize the key findings and your recommended solution design.

SERVICE BENEFITS
- Gain access to Polycom technical expertise to identify interdependencies and risks in advance of deployment.
- Benefit from a solution deployment plan designed for your specific use cases and environments, that will speed deployment and integration.
- Save time and money by reducing implementation time, and enabling a faster operational start.
Workspace Design

VALUE PROPOSITION
Our Workspace Design teams combine the experience of unified communications consultants and space planners with broad industry experience, to give you access to experts on UC technology, best practices around user experience, and creative and professional interior design ideas.

SERVICE OVERVIEW
Designing a dependable user experience takes planning: when defining the user story, identifying the right-sized space, and fitting the right technology to achieve your vision. With the Polycom Workspace Design service you are in expert hands. By using this service, you can:

- Create a seamless user experience, providing uniformity and consistency
- Choose the right technology for the space you are considering
- Make the ideal use of your office space

The Design Workspace Service is delivered in four phases:

Phase 1: Discovery Workshop
You explain your business requirements, and Polycom leads discussions around technology solutions that fit your company’s culture

Phase 2: Analysis
An internal Polycom process in which the gathered data is discussed with subject matter experts to produce recommendations for a target solution

Phase 3: Executive Summary
We provide a high-level solution summary, with recommendations that cover Technology, Workflow and Space Planning. Customer input is essential before producing the final report

Phase 4: Final Report
The Workspace Design Document is delivered in PDF format

SERVICE BENEFITS
- Envision space planning, technology integration and user experience for one or more Polycom endpoints in simulated office environments
- Understand the best way forward with solutions that fit the purpose of the technology
- Receive a design document which can become a blueprint for one or more conference room deployments
Network Services

VALUE PROPOSITION
These services analyze your network for best practices and actual performance in supporting the low loss, latency and jitter requirements needed to support high quality real time media for UC solutions, and provides a report indicating the status of the network and a remediation plan for work that should be done to correct any issues discovered during the assessment.

SERVICE OVERVIEW
How well your network performs is key to the success of your voice and video solution deployment. For your employees to receive consistently high-quality experiences, you want to be sure your network is ready to manage and support voice and video traffic. These services utilize a test tool that analyzes the current implementation to identify areas where the network cannot consistently provide high-quality support.

Polycom Network Readiness Services include two key components:

1. **Network Assessment Essentials** focuses on workshops and the planning activities to help you prepare for delivering real-time media solutions to end users.

2. **Network Assessment Advanced** leverages hands on analysis and simulation of real-time media on your network to examine its current performance as well as modeling its potential to support the planned workloads.

The key deliverables for these network services are a written report and a meeting in which the report is presented and discussed. The report will include a review of each of the areas described above, identify shortfalls in the current deployment based on current best practices, and comment on the potential impact and severity of impact on the delivery of consistent high-quality UC services.

SERVICE BENEFITS
- Proactively ready your network for high-quality voice and video so it delivers the best user experience
- Leverage Polycom expertise so it supports your in-house technical resources who may not be expert in the requirements of voice and video over IP
- Prepare for the bandwidth demand that these new or upgraded workloads create in the network
- Gain access to the PathView monitoring tool, which is licensed to operate for a year from initial deployment (with an option to renew) and is accessible by all appropriate enterprise stakeholders
Adoption Services

You need to get the highest possible return on your strategic investment in video collaboration. When your users are geographically dispersed, utilizing a variety of endpoints and entrenched in the way they work, that’s no easy task. Polycom Adoption Services are a turn-key, high-impact solution to help you create a video collaboration culture in your organization.

Adoption Consulting

VALUE PROPOSITION
Maximizing your return on investment in any technology depends largely on your users making it a part of their workday. Adoption Consulting builds the foundation of a cultural change within an organization—a change that will help you get the most out of your investment in video collaboration.

SERVICE OVERVIEW
Polycom has developed a comprehensive methodology to drive the adoption and ongoing use of video collaboration technology. Polycom Adoption Consulting Service is the first step in this methodology, engaging customers in an in-depth assessment and planning process. As part of this process, Polycom evaluates your video collaboration needs and then works with you to develop a high-level solution design, an implementation framework, and a mechanism for measuring success. The end result is an actionable adoption strategy.

SERVICE BENEFITS

• Design an adoption strategy built around the needs and work habits of your end users
• Helps ensure your Polycom® RealPresence® video solution supports your business goals
• Accelerates return on investment by identifying the pieces of your business that will benefit most from video collaboration
• Provides you with the mechanisms and insights you need to track and measure adoption over time
Deploy

Following the initial consulting phase, we will work with you to deploy your solution in a straightforward and seamless fashion. By taking advantage of these services, we can help your business adapt to the new solution and assist your users in being operational and productive from day one.

Our comprehensive deployment services leverage the expertise of our delivery personnel to ensure the optimum deployment for your business needs. We can support you at any point in your Unified Communications journey, whether you are deploying your first UC solution, migrating to a new Polycom RealPresence Platform, upgrading an existing solution with the latest features and enhancements, or integrating your video conferencing solution into your UC environment.

Our project management services give you access to expert project managers who follow best practice methodologies to coordinate all aspects of your solution deployment—providing a smooth, efficient service that saves you time and money.

Implementation Services

VALUE PROPOSITION

Polycom Implementation Services provide the expertise and experience you need to deploy Polycom RealPresence Platform or Immersive Telepresence solutions quickly and accurately while minimizing disruption to your existing technology environment. You should consider utilizing Implementation Services when deploying any Polycom video conferencing solution. You will find the services particularly beneficial if:

• Your organization has a low tolerance for disruption to its network or video infrastructure
• You have limited resources or lack the appropriate skill set needed to deploy Polycom solutions quickly and efficiently
• You are implementing a complex solution including Polycom and third-party products, or require a turnkey solution
• You are unsure of the most effective implementation strategy

SERVICE OVERVIEW

Although Implementation Service deliverables will vary according to the specific requirements of your Polycom solution and the environment into which it is being installed, typical service elements include:

• Hardware installation and initialization
• Software installation, registration, activation and configuration
• Initial population of up to 50 endpoints, together with their associated hardware and software
• Initial configuration and testing of interoperability with relevant third-party software applications
• Comprehensive configuration of system resources, and testing of the entire installation
• Orientation session enabling knowledge transfer to your internal staff

SERVICE BENEFITS

Key benefits of Implementation Services include:

• Faster deployment
• Avoidance of common pitfalls through the use of our expert resources
• Your system will be configured to meet your specific business needs
• Accelerated ROI
Project Management

VALUE PROPOSITION
Polycom Project Management services offer a single source solution ensuring your deployment of video and/or audio equipment is smooth and trouble free. You can utilize the expertise and experience of a Polycom project manager on a per day basis for projects such as installation, a software upgrade, or system relocation.

SERVICE OVERVIEW
The types of deliverables you can expect from your project manager include:

• Project planning
  - Working with you to develop and agree on a project plan, including scope of work, objectives, and project approach
  - Defining specific technical requirements and acceptance criteria
  - Providing a detailed plan of all implementation activities, with assigned owners, milestones, prerequisites, risks and dependencies, and defined deliverables at the end of each project phase

• Project implementation
  - Responsibility for managing resources in order to complete the project
  - Monitoring project schedules, providing regular status reports, and measuring success based on project timelines
  - Taking action to correct any divergence from the agreed plan, and conducting risk mitigation
  - Supervising equipment delivery and physical installation or system upgrade
  - Verifying site and equipment readiness

• Project review
  - Reviewing the result of a system implementation or upgrade against agreed timelines and expected outcomes
  - Full project reporting to gain acceptance of project completion

SERVICE BENEFITS
Benefits of utilizing Polycom Project Management services include:

• A single point of contact for your team and third-party vendors
• Complete planning and management of complex video and/or audio system implementation or upgrade projects
• Early identification and prevention of potential roadblocks

Global Fulfillment Project Management

VALUE PROPOSITION
To support the successful deployment of Polycom solutions consistently around the world, the Global Fulfillment Project Management service provides professional project management to compliment large, complex, multi-country orders processed through the Global Fulfillment Program.

SERVICE OVERVIEW
The Global Fulfillment Project Management service incorporates the following features:

• A Polycom project manager as your single point of contact, providing you with a comprehensive global deployment solution
• Global solution deployments may be wholly or partially comprised of Polycom video endpoint installation services and infrastructure implementation services, each ordered separately

The key components that can be ordered for a Global Fulfillment Project include:

• Product orders
• Global Fulfillment product delivery
• Connection with local in-country Polycom certified partner(s) where required
• Product installation/implementation
• Product maintenance services
• Global Fulfillment Project Management

SERVICE BENEFITS
Key benefits of Global Fulfillment Project Management include:

• Project efficiency by leveraging Polycom’s specialized project management expertise for Global Fulfillment projects
• The simplicity of working with a single, Polycom point of contact who can eliminate the need to coordinate with multiple Polycom contacts in different parts of the world
• Faster project completion and accelerated ROI as your project manager helps to ensure consistent processes and project documentation, regardless of solution deployment locations
• Faster resolution or even avoidance of project issues
Polycom® RealPresence Clariti™ Deployment Services

VALUE PROPOSITION
RealPresence Clariti is a powerful collaboration infrastructure solution for businesses of all sizes that connects people with HD voice, content, video and web collaboration. To support this, RealPresence Clariti Deployment Services provide flexible, modular and affordable options that allow customers to quickly and easily bring collaboration to their organization, no matter what your requirements or preferred acquisition model.

SERVICE OVERVIEW
RealPresence Clariti Deployment Services provide you with the flexibility to select the deployment model that works best for your organization, and choose the modules that address your unique requirements.

SERVICE BENEFITS
Benefits of the RealPresence Clariti Deployment services include:
- Simple, feature-rich deployment offers
- Flexibility to include optional packaged business application and third-party integration add-ons

Pilot for Office 365—Microsoft Phone System and Microsoft Audio Conferencing

VALUE PROPOSITION
Polycom Pilot for Office 365 services provide a guided migration to Skype for Business Online Microsoft Phone System and Microsoft Audio Conferencing, and are aligned to FastTrack for Microsoft 365. The services are focused on ensuring you have carefully planned for voice services, and your infrastructure, network, and organization are ready to adopt the Office 365 platform.

SERVICE OVERVIEW
Three Polycom Pilot for Office 365 services are available:
- Pilot for Skype for Business Online Cloud PBX with Microsoft Calling Plans and Microsoft Audio Conferencing
- Pilot for Skype for Business Online Cloud PBX with On Premises Calling Plans and Microsoft Audio Conferencing
- Pilot for Skype for Business Online Microsoft Audio Conferencing.

SERVICE BENEFITS
Enables your organization to undertake a pilot project for Skype for Business Online Cloud PBX, with Microsoft or On Premises Calling Plans and/or Microsoft Audio Conferencing:
- **Plan**—Gather information and insights, define expected business value, assess readiness for implementation, and undertake remediation activities
- **Deploy**—Transition from on premises to cloud services, implement new features and capabilities, deliver rapid success and additional value, and drive adoption
- **Operate**—Maintain high quality and reliability; monitor, report, run and support
Voice Services for Skype for Business

VALUE PROPOSITION
As you look to transition from traditional PBXs to Skype for Business for Enterprise Voice, Polycom’s VVX handsets and Polycom Trio™ collaboration hubs are becoming the solution of choice for many organizations. Polycom Voice Services for Skype for Business are focused on ensuring customer success in deploying Polycom voice devices in a Skype for Business environment, and are designed to:

• Assist customers in ensuring Skype for Business and the network are prepared to manage voice applications
• Help customers understand use cases, features and the provisioning process to quickly get started deploying voice devices
• Support customers with the challenges of deploying hundreds or thousands of handsets around the world

SERVICE OVERVIEW
The following offerings are available in the Voice Services for Skype for Business portfolio:

• Solution Design for Voice Endpoints—Provides consulting, best practices, and guidance to help you understand VVX and Polycom Trio use cases, calling features and handset options, and jumpstart your understanding of how to deploy these endpoints in your Skype for Business environment.

• Health Check for Skype for Business Infrastructure—Analyzes the Skype for Business infrastructure to help you be confident that it will support the planned voice (video and content) workloads

• Installation for Voice Endpoints—Provides physical installation of voice devices for organizations who are migrating a group of users in a branch, site, or department to Skype for Business Enterprise Voice

• Basic Implementation for Voice Endpoints—Provisions voice endpoints with the appropriate features and any special features

• Advanced Implementation—Builds upon the Basic Implementation by including comprehensive project management and planning activities in the branch migration process

• Voice End User Orientation—Delivers onsite orientation for identified use cases

SERVICE BENEFITS
Key benefits include enabling you to

• Follow best practices for deploying voice endpoints in a Skype for Business environment
• Fill the gaps in skillsets or cover geographies where resources are not readily available
• Benefit from our Proven track record and methodologies for deploying UC solutions for enterprise voice
• Focus on end user adoption and rollout rather than the Skype for Business infrastructure
Polycom RealPresence Immersive Implementation Service

VALUE PROPOSITION
The Polycom Immersive Telepresence Implementation Service engages a team of skilled experts who partner with you to plan, prepare, install, test, and fine-tune your Polycom RealPresence Immersive solutions. Their extensive product and infrastructure knowledge enables us to deliver fast and efficient service.

SERVICE OVERVIEW
The elements of our Immersive Implementation service vary by product, but generally include:

- **Deployment Planning**—During this phase, the Polycom project manager evaluates key elements of your environment and captures key deadlines and dependencies for the project
- **Site Preparation**—Our experts create preliminary architectural drawings for your site
- **Network Verification**—We evaluate key network-performance metrics that affect the quality of video, including jitter, packet loss and latency
- **Onsite Validation and Assembly**—Our team meets the product shipment and prepares it for use based on the approved designs
- **System Tuning**—We execute our standard system tests to validate component performance
- **Orientation**—Our experts provide you with a comprehensive introduction to the system’s operation

SERVICE BENEFITS
The Polycom Immersive Telepresence Implementation Service

- Minimizes deployment costs, by using a team of experts and a proven implementation methodology
- Expedites return on investment, by ensuring the deployment and optimization of systems is quick and efficient
- Keeps your internal resources focused, while Polycom project managers work with your team to help ensure a successful deployment

Polycom RealPresence Migration Services

VALUE PROPOSITION
Polycom RealPresence Migration services offer you the assurance that their migration to new technology will be smooth and efficient. By using expert technical resources to plan and execute the migration you identify issues in advance and reduce the impact of any changes to the production environment.

SERVICE OVERVIEW
Combining our RealPresence Endpoint Migration with our Implementation Services provides you with a seamless, phased approach. An approach in which your infrastructure products get installed first, then your endpoints get migrated (in blocks of fifty) to the new platform.

The Polycom RealPresence Endpoint Migration consists of four key features:

- Project planning, including a discovery process that outlines key objectives, milestones, and identified resources
- Onsite endpoint migration to the new Polycom RealPresence solution
- Migration validation so the transition to your new environment is as smooth as possible
- One business day of onsite, post-migration support, provided by a Polycom field engineer who assists you with any issues or questions that arise during the changeover to your new solution

SERVICE BENEFITS
With a Polycom RealPresence Endpoint Migration you can:

- Maximize your return on investment, by leveraging experts who can ensure that your collaboration solution is optimized for your business
- Minimize risk and disruption, which is inherent in any migration activity
- Enjoy a truly “hands-off” migration, thanks to onsite engineers who can execute project tasks and provide post-migration support
- Realize benefits of Polycom technology sooner, by using proven methodologies and expert resources to deploy your collaboration tools efficiently
Optimize

The benefits of our services do not end with the deployment of your solution. We can also help to maximize the use of your UC network systems and infrastructure. We do this by driving adoption and utilization, monitoring usage, network performance and, as you add, change or expand your environment, continuing to optimize the configuration of your RealPresence Platform to maximize the return on investment.

Network Monitoring

VALUE PROPOSITION

Achieving optimum service levels for business-critical video conferencing depends on the availability and performance of the video delivery network. To help you understand the performance of your network, Network Monitoring offers real-time network performance management through a simple cloud-based service.

SERVICE OVERVIEW

Network Monitoring is an annual, subscription-based service providing assessment, monitoring, reporting, and analysis across your WAN, MPLS, internet and LAN environments. The service includes software solutions which continuously measure all key indicators of voice and video conferencing performance, including bandwidth utilization, packet loss, and latency. These allow you to pre-assess your network to ensure it is ready to deliver high quality video communications; assess, monitor and troubleshoot network and application-level performance across remote locations within minutes of deployment; and continuously monitor network performance to identify potential problems before they result in service degradation.

Core capabilities of the service include:

- **Pre-deployment testing of video conferencing environments**—to simulate accurate load for a specific number of video codecs and concurrent sessions
- **Detailed monitoring and analysis**—to continuously monitor and measure the performance of the network as well as overall quality of video sessions, prior to and post deployment of any video conferencing hardware
- **Expansion testing**—to determine if a production network can handle additional load prior to service expansion

SERVICE BENEFITS

Key benefits of the UC Network Monitoring service include:

- Non-invasive, easy to deploy, cloud-based model
- Unique, integrated suite of capabilities offering network assessments, continuous monitoring and reporting in a single solution
- Ongoing visibility to network performance with access to immediate, real-time results
- Faster network performance issue identification and resolution
- Affordable investment to assure high-quality user experience
Remote Consultancy for Network Monitoring

VALUE PROPOSITION
Through Remote Consultancy for Network Monitoring, you can access the expertise of a Polycom network consultant as a technical resource to provide a range of consulting services related to the monitoring of your UC network.

SERVICE OVERVIEW
Remote Consultancy for Network Monitoring is available via two service options: a single day of remote consulting services, or six days of remote consulting spread over a 12-month period.

If you choose the one-day remote consultancy service option, Polycom will:
- Work with you to identify your support requirements
- Provide installation and configuration support for your UC Network Monitoring service
- Configure cloud monitoring accounts and appliances
- Identify and configure up to 50 path definitions
- Review report capabilities
- Familiarize your staff with how to use the Network Monitoring service
- Prepare and present one assessment report (remotely by video/LiveMeeting) based on previously collected data

If you opt for six-days remote consultancy over a 12 month period, in addition to the above, Polycom will:
- Determine the number and identify optimal locations for your appliances
- Detail cloud access requirements, and specify any required changes to your network that are needed to enable such access
- Collect and analyze performance data related to your network

SERVICE BENEFITS
Remote Consulting for Network Monitoring enables you to:
- Optimize the installation and configuration of Network Monitoring
- Ensure your staff are fully up to speed with the operation of the service
- Benefit from access to Polycom technical expertise on a one-time or ongoing basis

Polycom RealPresence Platform Optimization

VALUE PROPOSITION
RealPresence Platform Optimization service has two main objectives: ensuring your Polycom solution is fully optimized for your evolving business needs and achieving optimum implementation of the latest Polycom software revision onto your RealPresence Platform solution, all while minimizing disruption to your overall video conferencing production environment.

SERVICE OVERVIEW
A Polycom project team will coordinate a meeting with you to review the RealPresence Platform Optimization delivery process and present a project plan with identified activities, milestones and named resources. A Polycom engineer will then upgrade the software on your RealPresence Platform products, and optimize the configuration of your RealPresence Platform and sample endpoints as agreed in the plan. The engineer will also provide one business day of onsite post-optimization support, including an orientation session with your internal staff (to share changes, new features and enhancements), and compile project documentation including configuration backup files.

Four RealPresence Platform Optimization service packages are available, including RealPresence Platform Optimization for a single RealPresence Platform comprised of up to three Polycom infrastructure products; an optional service extension for one additional infrastructure product; and options for both of these services to be delivered outside normal business hours.

SERVICE BENEFITS
RealPresence Platform Optimization is particularly beneficial if:
- Your environment has recently changed, with new equipment being added
- There is increasing demand, or changes in required use
- You want assistance with reviewing your current solution and/or new targeted use, and advice on best practice configuration changes to apply to your RealPresence Platform
- You want to ensure you are getting the most from your solution, and optimal performance from your investment
Business Applications Services

VALUE PROPOSITION
For customers who want to integrate their video solution into their business processes, the Business Applications Development Service provides the expertise to customize the open APIs available from Polycom to meet your business needs.

SERVICE OVERVIEW
Polycom has developed a range of open standards based Application Programming Interfaces (API) for our RealPresence collaboration software and video endpoint solutions. If a customer is looking to develop their own Apps based on these APIs then Polycom has the consultants to help.

Not everyone has access to in-house software developers. And even if you do, not all in-house resources have the bandwidth or the necessary technical knowledge for your specific needs. So whether you need to augment existing IT resources or need Polycom to develop the App for you, Polycom offers an App Development Service that provides technical expertise to gather requirements, design, write, install and test the customized software applications to integrate the video network into your existing business applications and workflows.

Polycom also offers a growing portfolio of off-the-shelf business applications. Currently available business applications include the following:

- Polycom One Touch Dial App—enables the Join button on HDX, RealPresence® Group Series and Cisco endpoints
- Polycom Easy Schedule App—calendar plug-in for simple scheduling, with additional capabilities like one-click-join from icon for desktop, mobile, audio-only, conference rooms
- Polycom Cisco TMS Address Book Sync App—synchronizes the Cisco address book details with RealPresence Resource Manager for rapid migration from TMS

SERVICE BENEFITS
- Consulting services from the experts who wrote the Polycom APIs
- Flexibility to use consultancy hours as you need them over a period of 12 months
- Vendor agnostic consulting services
- Ability to supplement in-house IT and development staff with Polycom development consultants as needed
- Access to technical expertise, skills based consultants should issues arise
- Off the shelf business applications available for immediate deployment

Microsoft Integration Services

VALUE PROPOSITION
With e-mail, voicemail, conference calls, video conferencing, instant messaging, and other collaboration and communications technologies now available to everyone, employees can communicate with anyone at anytime, anywhere. As a result, your UC strategy has become a core component of your company’s overall productivity. Proper planning and deployment of voice and video collaboration tools with your Skype for Business® or Microsoft Lync® solution directly impacts company success, saving you valuable time and money while helping to realize a faster return on investment.

SERVICE OVERVIEW
Collaboration can mean many things to your users—collaborating visually, by voice, by text or by data—and they expect all those means of interaction to work together seamlessly. Microsoft Integration Services can break down the barriers across your complex, dispersed and multi-vendor environment.

If you’re looking to leverage the features of Skype for Business or Microsoft Lync our experts will address the intricacies associated with designing and implementing a solution that works for your business.

BENEFITS
Our Microsoft Integration Services can help you:

- Access a wealth of knowledge and resources through a solution consultant, project manager and delivery engineer who are focused on creating a unified environment for your business
- Save time and money by maximizing the value of your existing UC investment, while speeding the deployment and optimizing the performance of your new technology
- Support your business’s future growth by building a scalable UC solution
- Promote user adoption by integrating video into existing work processes and activities
Learn More
Polycom Services has more than 25 years of communications and collaboration technical experience and knowledge. We can help ensure that your investment in our solutions delivers real business benefits and accelerates your ROI.

For more information on Polycom Professional Services, please contact your authorized Polycom representative or visit www.polycom.com/collaboration-services.

About Polycom
Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.