



DATA SHEET

Polycom® RealPresence® Analytics

Every room, hundreds of stats, one dashboard

Your organization is under pressure to realize the highest possible return from your video collaboration environments investment. And IT managers are increasingly held accountable for the availability, reliability and quality of their service delivery, even as they are asked to focus on efficiency and cost reduction. In the face of these pressures, the managers who make smart decisions, based on real-world usage data and trends, systematically measure the value of existing investments. These IT Managers apply their findings by deploying infrastructure, people, and services where they will deliver the greatest benefit.

Polycom® RealPresence® Analytics facilitates these decisions. This cloud-based service helps enable you to build reports based on your needs and objectives that include crucial performance measurement metrics. When used in conjunction with the right level of support services, Polycom RealPresence Analytics helps ensure that once your users begin adopting video collaboration, usage continues to grow and progress is tracked, measured and analyzed. Polycom RealPresence Analytics is vital to helping you create a state of continuous adoption across your enterprise.

Why use Polycom RealPresence Analytics?

Polycom delivers open, standards-based unified communications and collaboration (UC&C) solutions for telepresence, video, and voice, powered by the Polycom® RealPresence® Platform.

As demand on your solution grows and large numbers of users have their first exposure to video collaboration, your IT and support teams are expected to maintain a consistently high-quality user experience. Polycom RealPresence Analytics provides the data and analysis tools you need to:

- Make better and more informed decisions
- Drive down operational costs with a scalable, cloud-based service
- Eliminate expensive home-grown reporting projects
- Take control of service quality
- Make adoption an ongoing initiative
- Maximize your return on investment



Benefits

- Helps enable you to make informed, evidence-based decisions through usage and service quality tracking and analysis
- Identify trends for proactive decision-making
- Delivers insight into where and how much video is used in your organization
- Drives down costs, maximizes your return on investment and helps to make adoption an ongoing initiative
- Helps maintain a high-quality level of service to your end users with service quality watch lists

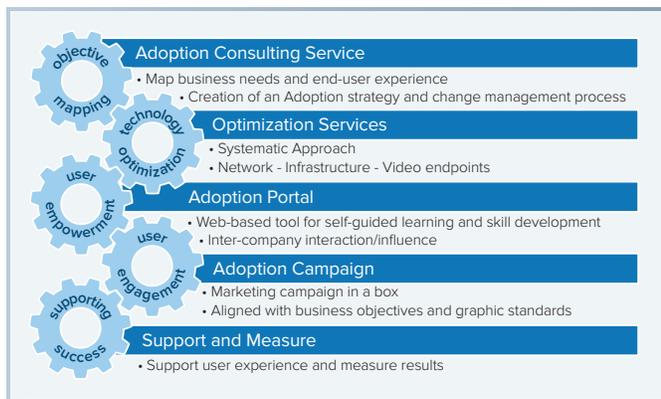
Service overview

Polycom RealPresence Analytics is designed to help ensure your success after the implementation or expansion of your Polycom solution. It incorporates in-depth measurement and analysis that helps you understand who is using video collaboration and how frequently. It also allows you to build service quality watch lists based on packet loss and call success rate to focus your support efforts in the right areas.

Polycom Adoption Services

Polycom RealPresence Analytics is an integral element of a comprehensive adoption methodology that includes:

- Polycom Adoption Consulting
- Technology optimization services
- Polycom Adoption Portal
- The Adoption Campaign
- Support and measurement of the adoption strategy



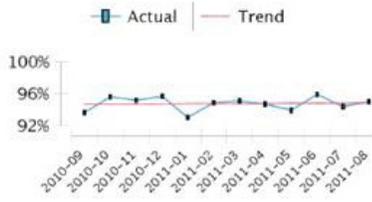
Our approach

Polycom RealPresence Analytics is an economical, cloud-based service that helps you measure and analyze the ongoing performance of your video implementation. Utilization data offers quantifiable evidence of adoption across the enterprise, and reveals areas where you can build a stronger collaboration culture with additional promotion, education or support. To realize these benefits and more, Polycom RealPresence Analytics allow you to:

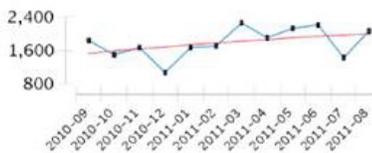
- **Automatically collect data from your Polycom infrastructure**—Polycom RealPresence Analytics queries Polycom application and database servers for the latest usage details, and then extracts the information, pushing it to Polycom’s secure cloud where users can access it anytime.
- **Track usage with regular reports**—Polycom RealPresence Analytics regularly emails highly customized reports so you can track the video usage and performance metrics you care about most. Track factors such as video call volume, destination, type (point-to-point, multipoint, audio/video vs. audio only, IP only, IP/ISDN, internal only, internal and external), and utilization by room.
- **Keep tabs on quality of experience**—Gauge the quality of your user experience by tracking metrics such as call success rate, mean call duration, negotiated audio and video codec, call rate, and the presence of call quality indicators such as packet loss, jitter, and latency. Set tolerances to help flag locations that may require additional video resources, bandwidth allocations, or enhanced promotion to increase daily use.
- **View usage in ways that make sense to you**—Receive reports customized by user, group, or region.
- **Spot and analyze trends**—Identify patterns in usage, costs, and call quality over weeks, months, even years. View data grouped by: service level management, quality of experience, capacity planning, usage pattern analysis, usage accounting and cost allocation, troubleshooting and forensic analysis, and infrastructure details.

Rolling 12-Month Trend

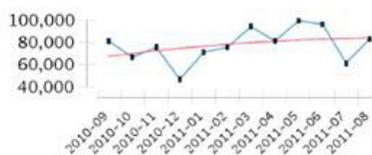
Success Rate



Meeting Count

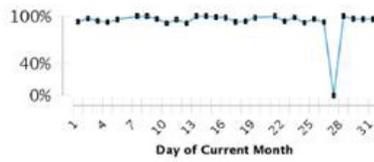


Meeting Minutes

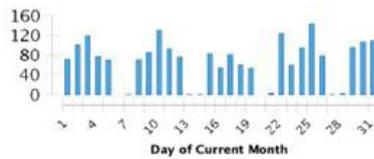


Trend for Aug 2011

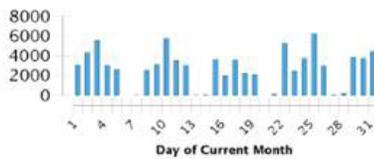
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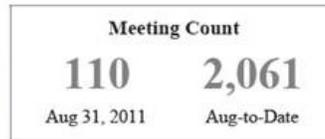
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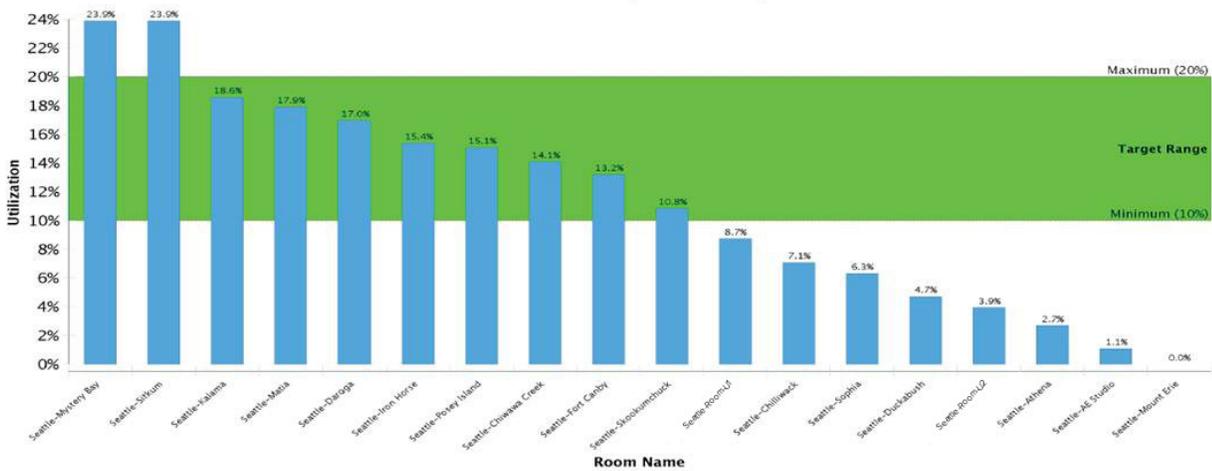


Current Performance



Make informed decisions and investments by putting actionable data such as call performance and utilization statistics on visual dashboard.

Room Utilization (8 hour basis)



Target your adoption efforts by viewing utilization by location or endpoint. This chart displays utilization by endpoint as a percentage of an eight-hour day with a user-set target shown in green.

Polycom support services

Organizations in the first several months following the implementation of a new or expanded solution typically demand the highest level of technical support and performance management services. It's in these early days that each user is exposed to (and forms an opinion about) video collaboration. So providing a reliable, user-friendly experience is essential.

Polycom support is available at three levels—Premier, AdvancedAccess, and Elite. Strategic or mission-critical video deployments can also be supported by optional onsite or four-hour onsite services. For full details about our support services, download the Support Services Brochure.

Need flexible financing?

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www.polycom.com/polycom-capital

About Polycom

Polycom is the global leader in open standards-based unified communications and collaboration (UC&C) solutions for voice and video collaboration, trusted by more than 415,000 customers around the world. Polycom solutions are powered by the Polycom® RealPresence® Platform, comprehensive software infrastructure and rich APIs that interoperate with the broadest set of communication, business, mobile and cloud applications and devices to deliver secure face-to-face video collaboration in any environment.

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