



## DATA SHEET

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# Polycom® RealPresence® Upgrade Services

Leverage Polycom experts for a quick and seamless upgrade

### Why upgrade?

Polycom is committed to delivering innovative, standards-based products that allow our customers to take full advantage of the promise of unified communications (UC). Because of this commitment, 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 installation of the 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. Leveraging the proficiency of Polycom's collaboration experts can help ensure a quick and seamless upgrade.

### Why Polycom professional services?

Polycom Professional Services deliver 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.

No one knows the RealPresence Platform products better than Polycom. By leveraging our deep solution knowledge you can be confident of a fast and safe upgrade that allows you to take full advantage of the latest software developments.

### RealPresence Platform upgrade service

#### Service overview

The objective of the Polycom RealPresence Platform Upgrade service is to implement the latest Polycom software revision onto your RealPresence Platform solution while minimizing disruption to your overall video conferencing environment. This service is appropriate if you have a set of RealPresence Platform infrastructure products in a production environment and are running a legacy software release.



### Benefits

- Minimize downtime and disruption inherent to any upgrade
- Ensure the upgrade is carefully planned to meet your specific requirements
- 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



### Our approach

Polycom executes the RealPresence Platform Upgrade in three phases:

1. **Planning:** Your Polycom contact will work with you to understand and document your collaboration environment and objectives.
2. **Deployment:** The actual upgrade to the new software version is executed by a collaboration expert—outside of normal business hours, if required—taking into consideration interdependencies and executed to minimize disruption.
3. **Go Live:** In addition to validating the upgrade, we will be onsite to provide support immediately following the upgrade and train on its software features and enhancements.

### Purchase options

The Polycom RealPresence Platform Upgrade service 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.

## RealPresence Endpoint upgrade service

### Service overview

But you don't just need to plan the upgrades for your Infrastructure products, planning Endpoint upgrades can be just as important. Therefore Polycom also offer a complementary service, the Polycom® RealPresence Endpoint Upgrade Service, which is available for customer environments where Polycom RealPresence Room or Desktop Telepresence systems are already implemented, in a production environment

and are running a non-current software version. The objective of this service is to plan and execute the upgrade to the latest relevant and generally available software release of up to fifteen (15) of the Customer's RealPresence Room or Desktop Telepresence systems to ensure consistency of the video systems install base while minimizing downtime of the video conference solution.

### Our approach

We deliver this service in two phases, as follows:

#### Phase 1: planning

In the initial Project meeting we will collect all the necessary information, agree on the location from which our engineer will remotely upgrade up to 15 endpoints, agree on the latest relevant and generally available software release to deploy and define home screen settings parameters to configure on the Polycom Video endpoints Products in scope.

#### Phase 2: deployment

During this phase, according to the specifications contained in the mutually agreed project plan, our Field Engineer will be dispatched to the location designated by the Customer.

From this location, the Polycom Field Engineer will, for up to 15 endpoints:

- Deploy remotely the latest relevant and generally available software release
- Configure remotely the home screen settings parameters

### Purchase options

This service may be purchased for increments of 15 RealPresence Room and Desktop Telepresence systems, and is supplied during normal business hours.

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[www.polycom.com/polycom-capital](http://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](http://www.polycom.com) or connect with Polycom on Twitter, Facebook, and LinkedIn.

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