



## Polycom Reporting and Analytics

	Call Detail Reports	Benchmark Report	Advantage Report	Elite Report	RealPresence Analytics	RealAccess Analytics
Availability	Free with product	Free to any customer, bundled with Advantage and Elite services	Advantage Customers	Elite Customers	Annual subscription	Annual RealAccess subscription
Format of Report	Downloadable csv file - raw data	Report – PowerPoint	Report – PowerPoint	Report – PowerPoint	Reports can be exported or emailed in html, PDF, Excel, Word, or PowerPoint format	Dashboards, emails, downloadable reports
Source of Data	RMX, DMA, RPRM, CMA, HDX, RealPresence Group Series, Eagle Eye Producer	CMA or RPRM	CMA or RPRM	CMA or RPRM	RPRM, DMA, RMX	RPRM and DMA
Frequency of Reports	Downloadable Ad-hoc	Annually, bi-annual for Advantage and Elite customers	Monthly	Monthly	Ad-hoc and scheduled delivery	Downloadable Ad-hoc
Endpoint Utilization	Yes - Based on endpoints that create CDRs	Yes – Summary	Yes – Summary	Yes - Based on endpoints entitled to Elite	Yes	Yes
RMX Port Statistics	No	No	No	No	Yes	Yes
Creation Process	Downloadable in csv format. Customer must process	Customer provides CDRs, Polycom provides Report	Customer provides CDRs, Polycom provides Report	Customer provides CDRs, Polycom provides Report	Automated CDR collection. Customer can, via web interface, run reports ad-hoc or schedule them for email delivery (hourly, daily, weekly, etc.)	Automated CDR collection. Customer can, via web interface, run reports ad-hoc
Network Information (Packet Loss)	Yes	Yes	Yes	Yes	Yes	Yes
Endpoints Included in Reports	All - depending on product	Polycom room-based endpoints only	Polycom endpoints only	Polycom endpoints currently covered by the Elite agreement only	All endpoints registered to RPRM and/or DMA	All endpoints registered to RPRM and/or DMA
Asset Management	No	No	No	No	No	Yes
Tutorial Library	No	No	Available via Adoption Portal	Available via Adoption Portal	No	Yes
Ideal Usage	Analyze individual endpoint usage	Compare with video enabled peers to gain insight on utilization practices	Monthly utilization reports focused on endpoint usage to make informed decisions Bi-annual Benchmark reports	Monthly utilization reports focused on endpoint usage to make informed decisions Bi-annual Benchmark reports	Ideal solution for accessing data to improve user experience, understand utilization, monitor capacity and performance, and make decisions on enhancing collaboration deployment	Ideal solution for accessing data to improve user experience, understand utilization, monitor capacity and performance, and make decisions on enhancing collaboration deployment
Sample Reports	<a href="#">CDR file - Resource Manager Example</a>	<a href="#">Benchmark Example</a>	<a href="#">Utilization Example</a> <a href="#">Benchmark Example</a>	<a href="#">Utilization Example</a> <a href="#">Benchmark Example</a>	<a href="#">RealPresence Report Example</a>	<a href="#">RealAccess Dashboards Example</a>

**Data** – Gathered body of information.

**Reports** – Organized data in a comprehensible format.

**Analytics** – Analyzing data gathered from your business and the competition by presenting the data in meaningful ways, through dashboards you can manipulate, to help system administrators evaluate usage, trends and performance to drive better decision making.

**Call Detail Record (CDR)** – A data record produced by video or audio collaboration systems that contain attributes that are specific to the instances of a call and other communication transactions handled by that system. Provides quality of experience metrics and statistics for each call/connection. Available from Polycom products and endpoints.

**Benchmark Reports** – Focus on key metrics and are benchmarked against other video enabled corporations; reports of a specific customer's usage and utilization patterns compared against an aggregated collection of Polycom customer usage/ utilization data.

**Utilization Reports** – Summarize the total number of calls and minutes as well as utilization statistics for each endpoint registered to Polycom DMA or Resource Manager for which call detail reports are available.

**RealAccess Analytics** – Customer portal focused on providing information on endpoint/asset management and reporting. Ideal solution for accessing the data and metrics you need to improve user experiences, understand utilization of endpoints and bridges, monitor capacity and performance, and make data-driven, evidence-based decisions on enhancing or expanding your collaboration deployment.

**RealPresence Analytics** – Reporting suite focused on video solutions. Integrated solution that collects CDRs automatically. Includes over 75 reporting template and the ability to segment traffic using a hierarchal structure defined by the customer. Customers can create reports ad hoc or schedule them for automated delivery via email. Ideal for accessing the data and metrics you need to improve user experiences, understand utilization of endpoints and bridges, monitor capacity and performance, and make data-driven, evidence-based decisions on enhancing or expanding your collaboration deployment.

**RPA** – RealPresence Analytics (see above).

**CDR** – Call-Detail Record (see above).

**RMX** – Polycom RealPresence Collaboration Server; software for multiparty video, voice, and content collaboration that connects the most people at highest quality and lowest cost.

**CSV File** – Comma separated value raw data output by rows. Typical format in which raw CDRs may be downloaded from Polycom systems and endpoints for further analysis.

**DMA** – Polycom Distributed Media Application; a unique network-based virtualization application for managing and distributing calls across collaboration networks.

**RPRM** – Polycom Resource Manager; application to centrally provision, monitor and manage the entire video collaboration network.

**HDX** – Polycom end point system.

**CMA** – Polycom Converged Management Application (end of life; replaced by DMA and RM).

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