Polycom® Voice Endpoint Services
for Open SIP Platforms

The expertise you need to smoothly transition to an Open SIP platform for voice services

As you look to transition from a traditional PBX to an Open SIP platform like those from Broadsoft, GENBAND, and others, Polycom® VVX® handsets and RealPresence Trio™ systems are becoming the solution of choice for many organizations. Polycom Voice Endpoint Services for Open SIP Platforms are focused on ensuring that you are successful in deploying voice endpoints in an Open SIP environment.

Voice Endpoint Services for Open SIP Platforms are designed to:

• Assist in making sure that your Open SIP platform and the network are prepared to manage voice applications
• Help you understand use cases, features and the provisioning process to quickly get started deploying voice endpoints
• Support you with the challenges of deploying hundreds or thousands of endpoints at headquarters or around the world

The following offerings are available in the Voice Endpoint Services for Open SIP Platforms portfolio.

Solution Design for Voice Endpoints Services
The Solution Design service will provide consulting, best practices, and guidance to help you understand VVX and RealPresence Trio use cases, calling features and handset options, and jump start your understanding of how to deploy these endpoints in your Open SIP environment.

If you are doing an Open SIP Proof of Concept, pilot, or initial production rollout, this service will help to make sure that your users’ early experience with Open SIP voice services is positive. Polycom will work with you to set up a working system with a provisioning server and VVX handsets or RealPresence Trios. Together we will review and select the default options and implement either 10 or 20 use cases and features such as boss/admin, reception, call group pickup, intercom, branding with your logo, and many more exciting features that VVX handsets can support.
Key Deliverables:

- Project kick-off meeting
- Discovery workshop session(s)
- Detailed use cases that will be implemented
- Configure Provisioning server
- Ten or twenty demonstrated use cases or features
- Use case documentation

**Installation for Voice Endpoints**

As you roll out hundreds or even thousands of voice endpoints across a number of locations and geographies, you may need “feet on the street” to help you accomplish these repetitive deployment tasks.

The handset installation service includes unpacking, assembly, firmware updates, on desk placement and testing of the handsets. This service will provide physical installation of Polycom VVX and RealPresence Trio devices for customers who are migrating a group of users in a branch, site, or department to Open SIP voice services.

**Key Deliverables:**

- Confirm the correct handset model at each location
- Unpack and assemble the handset, affix asset tag, if applicable, and place on end users’ desks
- Connect the handset to the network jack and computer, USB cable and power as required.
- Allow the handset to download firmware and configuration from provisioning server
- Allow the handset to boot to main menu or login screen.
- Complete Customer Install Checklist for each handset

**Basic Implementation for Voice Endpoints**

Before the handsets are sitting on your users’ desks, you need to make sure that your branch site is ready to support the installations. Each voice endpoint needs to be provisioned with the appropriate features, and any special features, such as boss/admin, reception, or intercom, will need to be applied to it.

The Basic Implementation for voice endpoints builds upon the Installation for Voice Endpoints Service by including the voice endpoint provisioning activities. Polycom will provision each device as documented in the Installation Checklist, which documents the location and owner of each endpoint, the model, and any special voice features that need to be applied. The installer will install and verify basic functionality and document the steps that they completed for each voice endpoint.

**Key Deliverables:**

- All activities included under Installation for voice endpoints
- Review network prerequisites and default voice endpoint settings
- Provision each VVX or RealPresence Trio device within a branch site
- Provide installation support of voice endpoints through the physical installation process
- Provide cutover support of voice endpoints through the production user cutover

**Advanced Implementation for Voice Endpoints**

Migrating a branch site to a new phone system needs to be carefully planned and executed from both a technology perspective as well as user adoption perspective. Polycom’s voice experts can help you develop robust migration and adoption processes for your initial branch sites that you can use as a template to migrate dozens of additional branch sites.

Polycom will make sure that you consider that the network needs to be prepared, the default configurations selected, each user’s location needs to be documented with the type of handset they will receive and the special features that need to be applied to it as well as user adoption areas of communications, training, cutover processes, and support and operations.

The Advanced Implementation for Voice Endpoints builds upon the Basic Implementation for Voice Endpoints Service by including comprehensive Project Management and Planning activities to the Branch Migration Process.

**Key Deliverables:**

- All activities included under Installation for Voice Endpoints and Basic Implementation for Voice Endpoints
- Provide project management to manage the branch migration and project coordination to facilitate scheduling of installation resources
- Review adoption plan against Polycom best practices for voice migration
- Facilitate and assist in completion of the Install Checklist which documents the location and owner of each endpoint, the type of endpoint, and any special voice features that need to be applied
- Deploy Provisioning Server, if required to support the endpoints within the branch site
- Review network prerequisites and default endpoint settings
Additional Comprehensive Services to Ensure Your Success

Open SIP voice systems can be large and complex. They can support a wide range of features, architectural complexity, and scale. Polycom provides guidance to help you be successful in deploying and launching Open SIP voice services with a focus on ensuring VVX handsets and RealPresence Trio are optimized for and adopted by your end users. Let Polycom help you develop an Open SIP solution and migration plan that will meet your specific objectives and requirements. The following are additional services that can help you be successful with your Open SIP voice migration.

Network Assessment for Branch Sites

Your network is a key component of your Polycom and Open SIP solution. In order for you to receive consistent high quality performance, you need to be sure that your network is ready to manage and support real-time voice and video traffic. Polycom is a leading expert in requirements for high performance voice traffic over an IP network and as such, offers a Network Assessment Service to help your team.

Voice Endpoint End User Orientation

The majority of your users are information workers and require typical functions and features from their VVX handset such as capabilities to place or receive a call, hold, transfer, conference, etc. There are always users in each organization that require specialized use cases or calling features, such as boss/admin, receptionists, call group pickup, intercom, etc., to be successful in their job.

Bring Polycom Open SIP voice experts in to work with you or your end users to help solve these specific migration challenges. Polycom consultants will conduct an end user orientation session to work closely with your end users to review what they do in your legacy PBX environment and to help you define, configure, and use a similar workflow with Open SIP and your voice endpoints.

This service is priced on a per day basis and provides for one day onsite consulting with up to two orientation sessions within the same day.

Ad-Hoc Consulting

If the standard services described above are not an exact fit for your project, ad-hoc Consulting Services are available to provide you with an extended virtual team allowing you to leverage the expertise of Senior Polycom personnel including Solution Consultants and Architects, Project Managers and Field Engineers to provide focused time and expertise to you.

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.