

POLYCOM SUPPORT OFFERINGS SUMMARY – FEATURE COMPARISON

Support	Premier	Advantage	Advantage Plus					Elite
			Business Critical Support (BCS)	Infrastructure Remote Monitoring ⁴	Technical Account Management ⁵	Business Relationship Manager	Remote Technical Support Engineer (RTSE)	
Monthly utilization reporting ¹		■						■
Bi-annual benchmark reporting ¹		■						■
Utilization and benchmark analysis and recommendations					■			
Polycom RealAccess Asset Management		■						■
Polycom RealAccess Analytics Consulting						■		■
Infrastructure asset tracking			■					■
Central storage of customer's environment			■		■			■
Software version availability and update notifications			■		■			■
Software version control			■		■			■
Provide access to MOPs (Methods of Procedure), release notes, issues			■		■			■

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Root cause analysis			■		■			■
Next Business Day onsite support ²	Optional	Optional						Optional
4-hour onsite response (includes replacement parts) ³	Optional	Optional						Optional
Onboarding process for remote monitoring – VPN ⁵				■				
Active and passive monitoring ⁵				■				
Alarm suppression and correlation ⁵				■				
Error log retrieval and analysis				■				
Primary technical sponsor and point of contact					■			■
Program status updates at regularly scheduled business review meetings					■			■
Remote onboarding and annual review			■					■

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Face to face onboarding with annual visit in following years					Annual			
Onsite orientation for new complex Infrastructure implementations					■			
Providing Polycom best practices					■			
One-week (5 business days) consulting time with solution consultant					Annual			
Monitor and co-ordinate efforts of cross-functional teams					■			
Ensure compliance with standard processes, policies and procedures					■			■
Document lessons learned and support continuous improvement					■			■
Report on service performance metrics					■			■

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Provide technical input for changes in the customer's Polycom UC solution					■			
Provide up to date Polycom product and service roadmaps ⁶					■			
Online access to software updates, training and reporting					■			
Monitor program quality issues or enhancement requests					■			
Report on Service Level Objectives (SLOs) for service performance metrics					■			■
Maintain copy of customer network configuration					■			■

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Review options for software upgrade plan, technology/product migrations or multi-product solution upgrade and provide optimal recommendation					■			
Business Relationship Manager						■		■
Video Network Readiness service								Optional

¹ Users must have a registered Resource Manager in order to turn on the reporting capabilities.

² NBD onsite support is available as an option to the Advantage, Premier, or ImmersiveCare service programs.

³ 4-hour response is available for specific products and locations, as detailed on <http://support.polycom.com>.

⁴ Requires BCS.

⁵ Technical Account Management is available for customers with qualifying Advantage services. Table shows typical TAM deliverables. Actual deliverables will depend on individual customer needs.

⁶ Requires signed NDA