

Sample

Polycom Elite Service Benchmarking Endpoint Overview

ABC Company

9/1/2018 - 9/30/2018

SAMPLE REPORT

This report is for demonstration purposes only. Any resemblance to real systems, networks, locations, names, etc. is purely coincidental.

version 6.4a

Report Parameters

Report Parameters	
1. This report covers only those systems that participated in at least one call.	
2. Only calls with a duration greater than 5 minutes are included in the report.	
3. All systems are included in the report.	
4. CDRs involving a MCU are assumed to be multipoint calls.	
5. All systems with a CDR were available 8 hours a day.	
6. 20 days are used for calculations (time period of CDRs).	

Calculation Parameters	
Work Hours Per Day	8
Work Days in Period	20

Disclaimer
<p>Every effort has been made to ensure the accuracy of the information contained within this report. Polycom, Inc., is not responsible for errors associated with CDR capture and/or collection, reporting inconsistencies, or errors in production or distribution of this report. Programs and applications used to generate this report are subject to change without notice. If there are any concerns please report them to the assigned manager for your account.</p>

Executive Summary

Report Totals by System Type				CDRs >= 5 mins
System Type	# of Systems	Calls	Minutes	Utilization
Room	94	1,263	137,873	15.28%
Personal	33	126	5,178	1.63%
Total Systems	127	1,389	143,051	11.73%

Call Statistics			CDRs >= 5 mins
	Audio	Video	Total
Calls	18	1,371	1,389
Minutes	1,370	141,682	143,052
Average Endpoint Utilization			11.73%

Daily Statistics			CDRs >= 5 mins
	Average	Lowest Day	Highest Day
Calls	46	0 on multiple days	87 on 9/28/2018
Minutes	4,768	0 on multiple days	11,548 on 9/20/2018
Utilization	7.82%	0% on multiple days	19% on 9/20/2018

Call Duration Statistics			All CDRs
	< 5 mins	>= 5 mins	Total
Calls	1,103	1,389	2,492
Minutes	1,081	143,052	144,133

* Calls < 5 mins are excluded from all statistics unless specifically stated

System Types are determined by the make and model of the endpoint in use.

ITP = RPX, OTX, TPX, ATX

Room = Conference room based codecs, such as Group Series, HDX9000, HDX8000, VSX8000

Desktop = Desktop based codecs, such as HDX4000 or VSX3000

Personal = Personal or software-based applications, such as CMAD, RPDesktop or RPMobile

Executive Summary (cont.)

System Types are determined by the make and model of the endpoint in use.

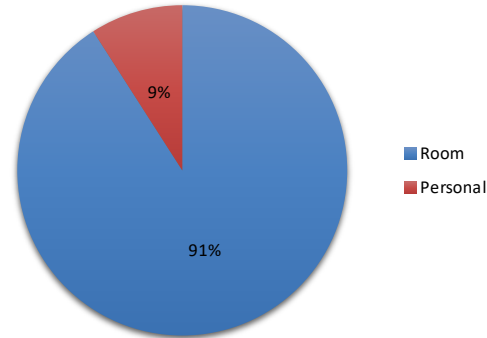
ITP = RPX, OTX, TPX, ATX

Room = Conference room based codecs, such as Group Series, HDX9000, HDX8000, HDX7000, VSX8000

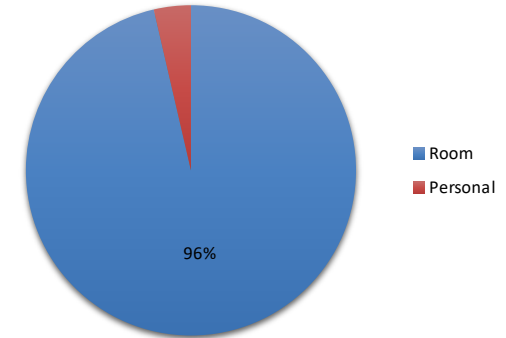
Desktop = Desktop based codecs, such as HDX4000 or VSX3000

Personal = Personal or software-based applications such as CMAD, RPDesktop, RPMobile

Percent of Calls by System Type



Percent of Minutes by System Type



Call Types are determined by whether a call is audio or video (point-to-point or multipoint).

Audio = Endpoint involved in an audio call

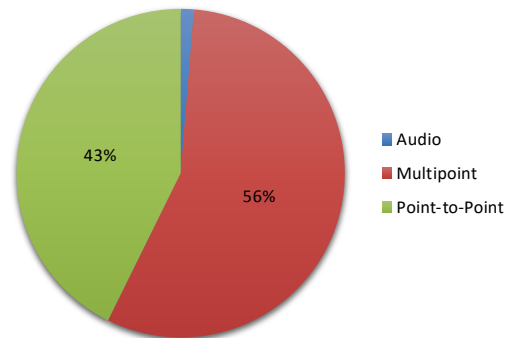
Video Point-to-Point = Endpoint connected over video directly to another endpoint

Video Multipoint = Endpoint connected over video to a MCU (bridge)

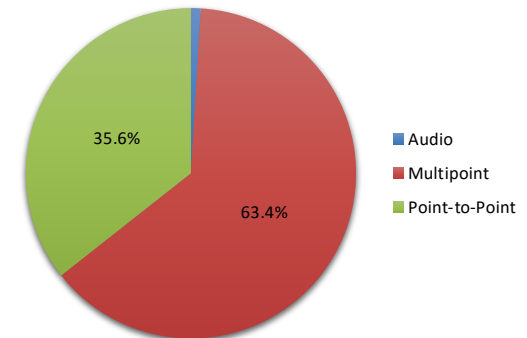
*An endpoint may be in an Audio and Video call at the same time, producing two CDRs.

**Multipoint calls are determined by the far-end system in the CDR being a Polycom RMX or MGC.

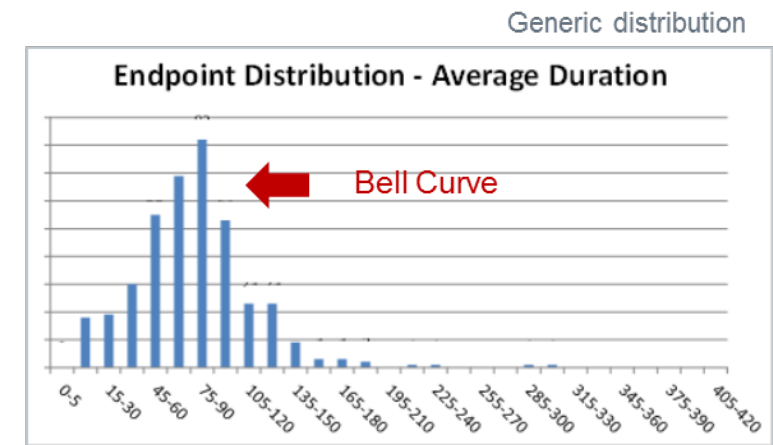
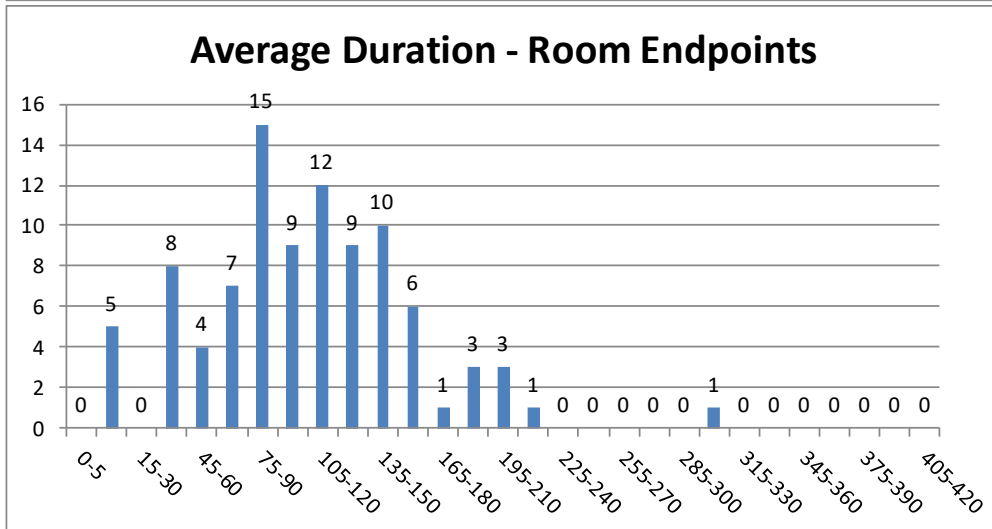
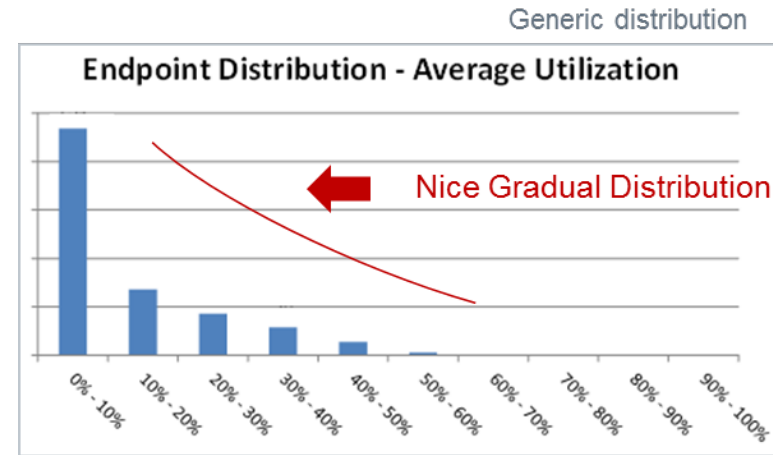
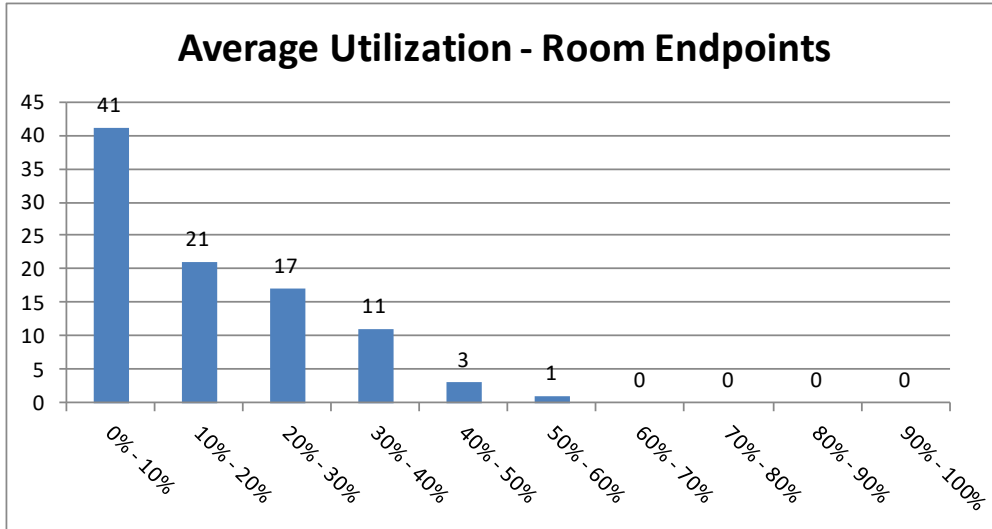
Percent of Calls by Call Type



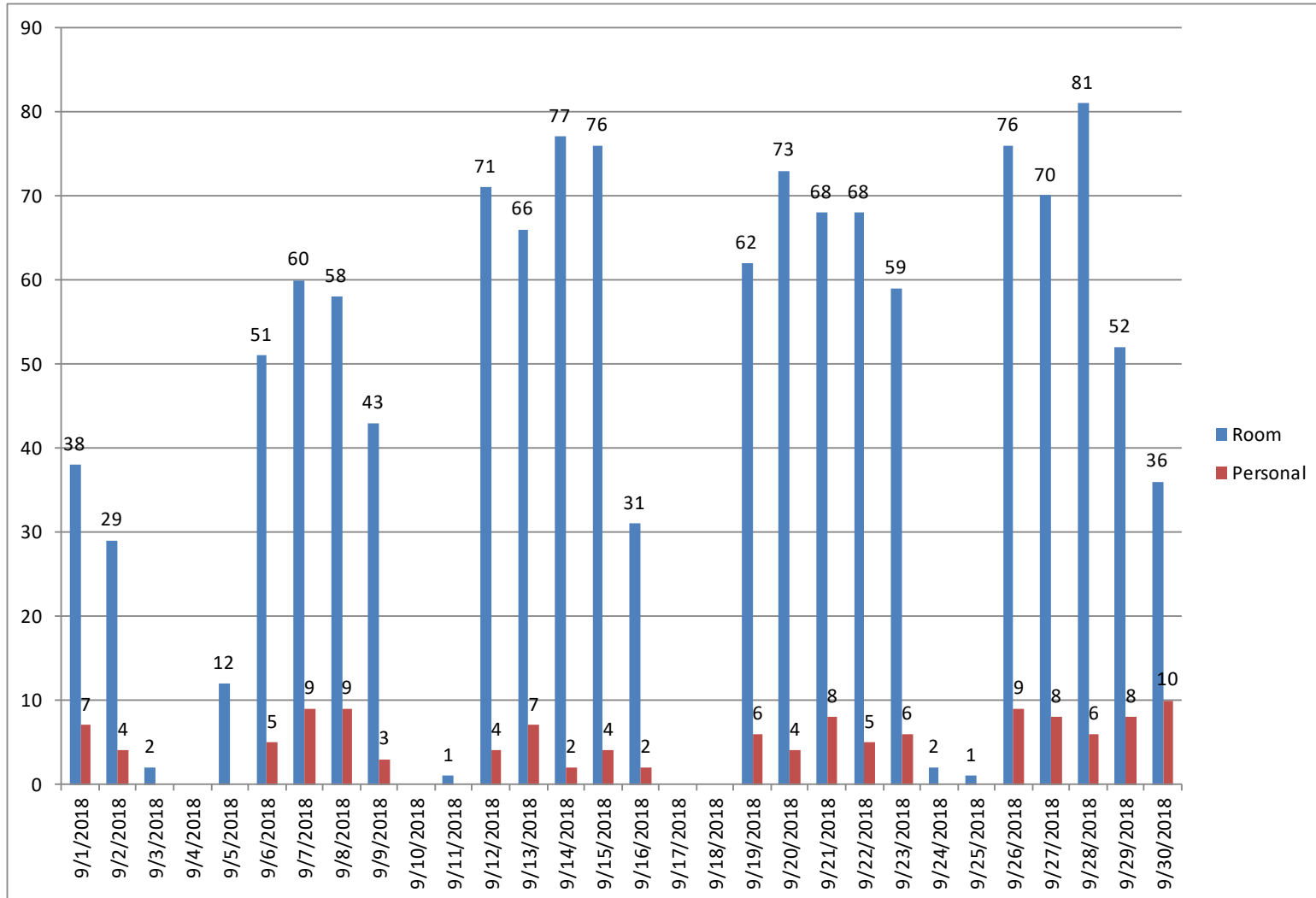
Percent of Minutes by Call Type



Usage Distribution - Room Endpoints



Total Calls by Day - All Endpoints



Most/Least Utilized - Room

Most Utilized - Room

System Name	System Type	Calls	Minutes	Ave Duration	Utilization
US-DouglasCounty-6	Room	43	5,218	121.35	54.35%
US-Dallas-Room14	Room	38	4,071	107.14	42.41%
US-DouglasCounty-10	Room	45	3,947	87.71	41.12%
Colombia-Medellin	Room	28	3,899	139.24	40.61%
Colombia-Bogota-Wypall	Room	25	3,691	147.62	38.44%
US-Rawlins-Room22F	Room	31	3,653	117.85	38.05%
US-Rawlins-Room14b	Room	23	3,646	158.54	37.98%
US-Nounland	Room	31	3,526	113.76	36.73%
UK-Manchester-Room3	Room	16	3,486	217.88	36.31%
US-NebraskaNorthCampus-Room4	Room	25	3,476	139.04	36.21%

The full list of all endpoints is available in the embedded spreadsheet at the end of this report.

Least Utilized - Room

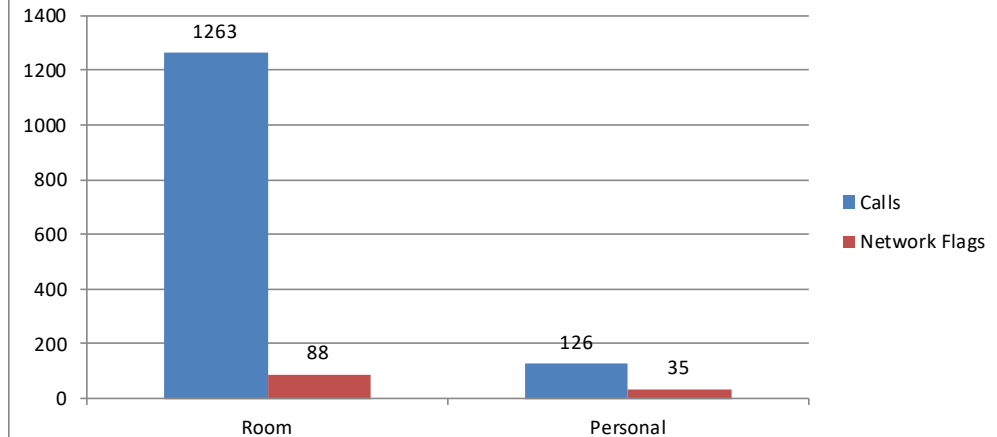
System Name	System Type	Calls	Minutes	Ave Duration	Utilization
France-Dijon	Room	1	6	5.62	0.06%
Mexico-Magdalena	Room	1	7	6.85	0.07%
US-Testing-Room4c	Room	1	8	8.02	0.08%
US-Edwards	Room	3	26	8.52	0.27%
US-Edington	Room	1	45	44.55	0.46%
US-DouglasCounty-8	Room	1	68	67.53	0.70%
Brazil-Recife	Room	3	104	34.74	1.09%
Brazil-Eldorado	Room	2	109	54.71	1.14%
US-NewBrunswickNorth-Room4	Room	3	118	39.44	1.23%
Canada-Huntsville	Room	3	123	40.84	1.28%

Network Overview

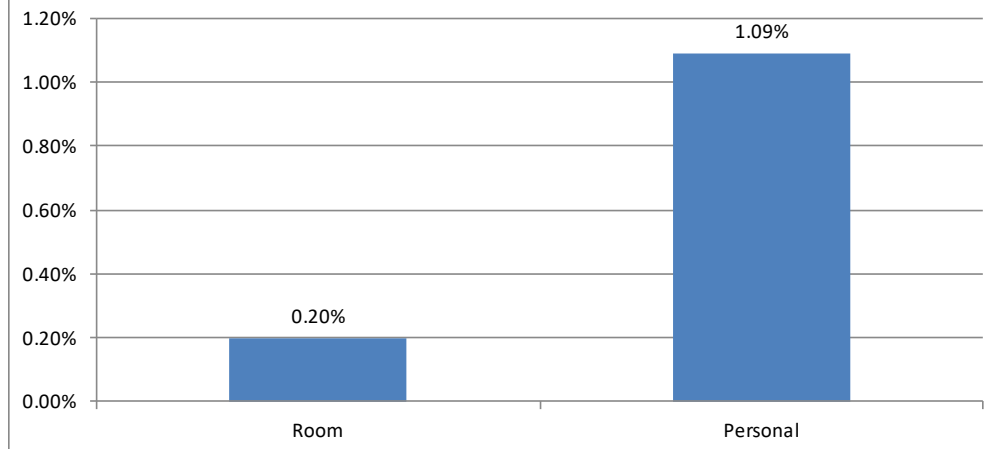
Network Flags are calls that were affected by 0.1% packet loss or greater and therefore call quality could have been impacted.

Network flags do not imply a specific network issue, but may indicate cause for investigation for the endpoints or locations indicated.

Network Flags by System Type



Average Percent Packet Loss by System Type



Sample

Benchmarking Elements

ABC Company

Parameters and Metrics

- **Utilization**

- Measure of % of working hours video rooms are being utilized for video calls
- Assumes 40-hour work week

- **Utilization Regularity**

- Standard deviation of utilization
- Helps understand if utilization is regular or irregular

- **3rd Highest Room**

- Ignores highest 2 rooms
- Checks actual utilization of 3rd highest room (similar to 90th percentile type measurement)

- **HD Experience**

- Percent of calls where users received an HD image ($\geq 720p$)

- **Network Readiness**

- Percentage of calls affected by packet loss - threshold of 0.1% loss

- **Network Focus**

- Breakdown of calls with 0.1% loss, 0.5% loss, and 1% loss and greater

- **Success Rate**

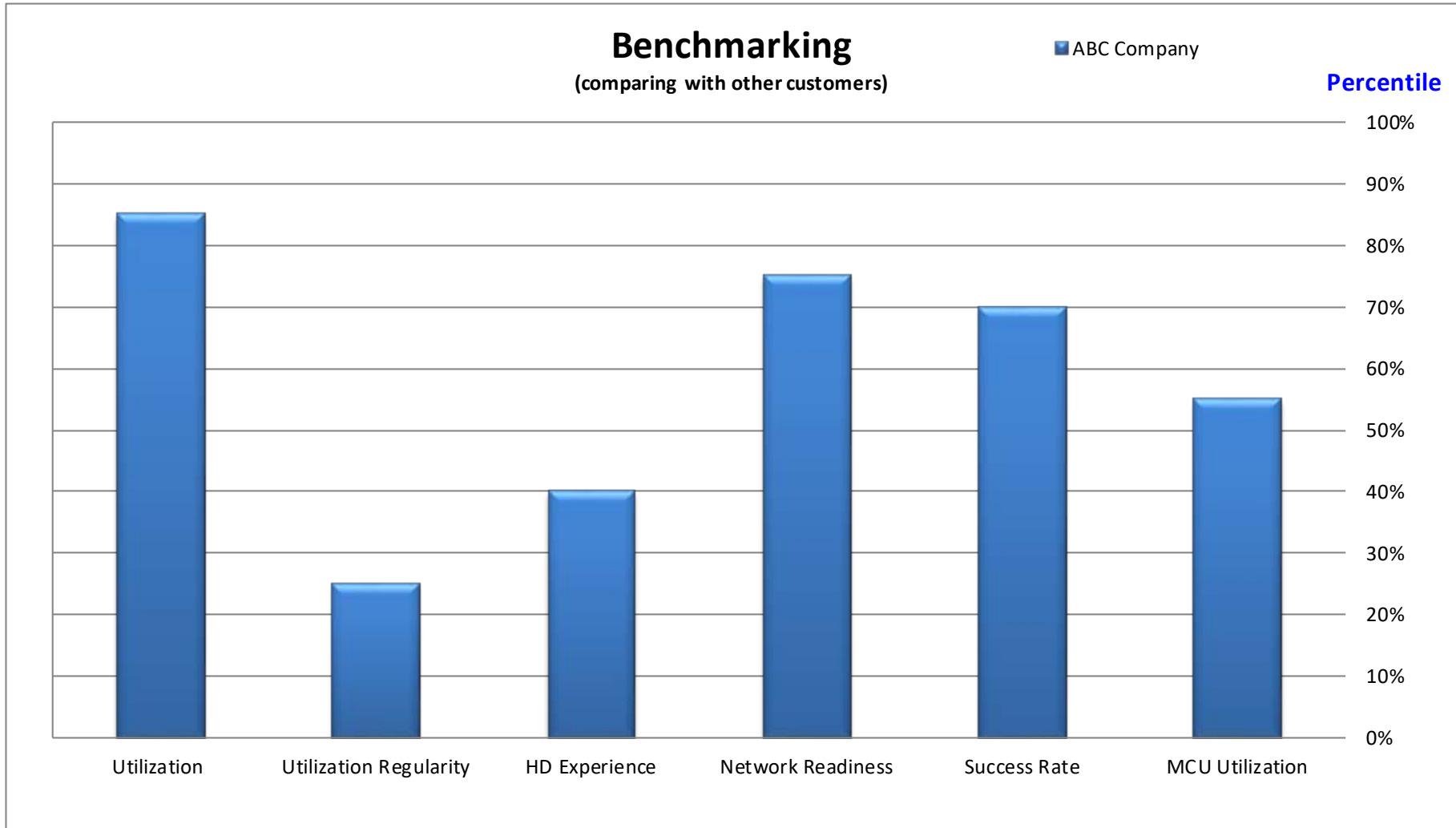
- Percentage of calls > 5 minute(s) versus all calls
- Many short calls indicate bad dialing or other issues

- **MCU Utilization**

- Indicates type of environment, scheduled calls vs. ad-hoc calls vs. VMR-based conferencing

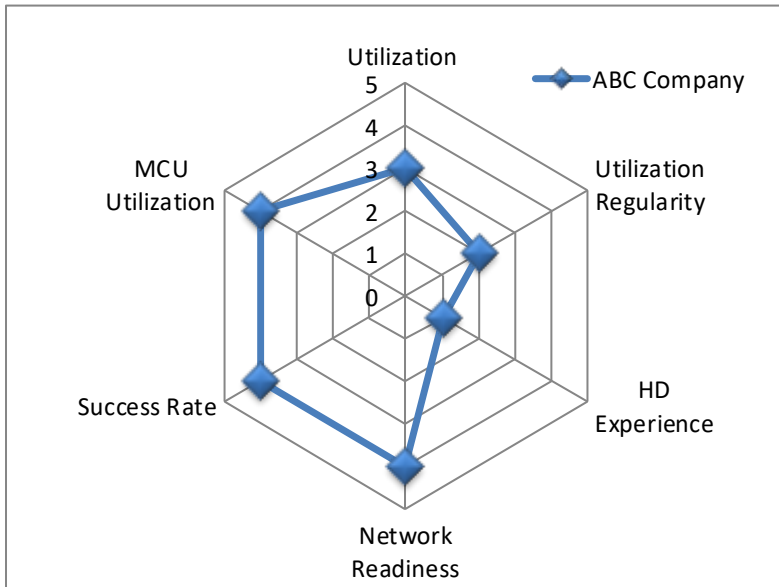
Benchmarking Analytics

Room Systems Only

**NOTE:**

Best in Class data is based off data collected by Polycom but does not reflect any specific or unique user who has submitted data.
 Best in Class is formulated by utilizing the data collected. The result is rounded up to the nearest whole percentile number to provide an indicator of performance capabilities customers are obtaining;
 however Polycom makes no statements that any customer has obtained that exact percentage nor does Polycom make any guarantees
 that any specific customer can achieve a specific performance as the capability for each individual customer's performance is dependent on multiple variables.

Benchmarking Metrics



ABC Company			
Utilization (Overall Utilization)	Highest	36%	
	Median	9%	
	ABC Company	15%	
"3rd Highest Room" Utilization (utilization of the 3rd highest utilized room) <i>*for validation only</i>	Highest	160%	
	Median	22%	
	ABC Company	41%	
Utilization Regularity (Std Deviation of minutes per day)	Smallest Variation	12%	
	Median	54%	
	ABC Company	72%	
HD Experience (%call in HD)	Highest % calls in HD	100%	
	Median	60%	
	ABC Company	46%	
Network Readiness (%call impacted w/ Packet Loss)	Lowest % calls impacted	0%	
	Median	16%	
	ABC Company	7%	
Network Focus <i>*for validation only</i>	% of calls > 1% packet loss	4%	
	% of calls > 0.5% packet loss	4%	
	% of calls > 0.1% packet loss	7%	
Success Rate (%call above 5 minutes)	Highest % calls above 5 minutes	100%	
	Median	53%	
	ABC Company	60%	
MCU Utilization (%call on MCU)	Highest % calls on MCU	100%	
	Median	51%	
	ABC Company	62%	

Utilization		Utilization Regularity		HD Experience	
100% = 8 hours in call		Std Dev, min in call/day		% in call in HD	
1	< 5%	1	> 80%	1	< 50%
2	> 5%	2	< 80%	2	> 50%
3	> 10%	3	< 60%	3	> 60%
4	> 20%	4	< 40%	4	> 70%
5	> 30%	5	< 20%	5	> 80%

Network Readiness		Success Rate		MCU Utilization	
% call w/ packet loss > 0.1%		% calls > 5 minutes		% calls on the MCU	
1	> 15%	1	< 40%	1	< 40%
2	< 15%	2	> 40%	2	> 40%
3	< 10%	3	> 50%	3	> 50%
4	< 8%	4	> 60%	4	> 60%
5	< 5%	5	> 70%	5	> 70%

NOTE:
 Best in Class data is based off data collected by Polycom but does not reflect any specific or unique user who has submitted data. Best in Class is formulated by utilizing the data collected. The result is rounded up to the nearest whole percentile number to provide an indicator of performance capabilities customers are obtaining; however Polycom makes no statements that any customer has obtained that exact percentage nor does Polycom make any guarantees that any specific customer can achieve a specific performance as the capability for each individual customer's performance is dependent on multiple variables.



Endpoint Statistics - Excel



Microsoft Excel
Worksheet

The attached Excel file contains the Endpoint Statistics for each endpoint in the report.