Polycom Managed Services

We’re on duty 24/7 so you don’t have to be.

Are your users demanding a better intelligent communications experience but you’re understaffed, lacking the right skills or don’t have enough time?

Managed Services are outsourced services that handle specific responsibilities for you, like leasing a car rather than purchasing it. Polycom Managed Services provide global 24/7 intelligent communications infrastructure and endpoint support, monitoring, management, and consultation to augment your IT resources.

Benefits

- Remote monitoring and management
- Avoid day-to-day operations of on-premises infrastructure, voice and video, endpoint and headset management to our 24/7 remote team. Proactive management and monitoring, means nothing gets in the way of intelligent communications.

Why Choose Managed Services?

- Fast, easy Microsoft Teams deployment
- Focus on mission critical priorities while we migrate and manage your phones, video, network and Microsoft Teams environment. (SAAS model)
- Polycom hosts and manages your video collaboration infrastructure in our data center and can remotely monitor and manage your endpoints as well.
- Choose remote monitoring and management for on-premises infrastructure (and endpoints) along with a private cloud for maximum flexibility.

ISO 27001

99.95% availability services utilization (N-1) standard

>95% remote resolution significantly lowers onsite costs and service time

>95% reduction in non-productive time

Item 1

>50% of issues identified proactively before users see an issue

Item 2

99.9 percent uptime

Multiple ROI

24x7 live concierge and support desk with multi-language capability

>60% of issues identified proactively before users see an issue

>95% remote resolution significantly lowers onsite costs and service time

99.9 percent availability services utilization (N-1) standard

>95% reduction in non-productive time

Item 3

Contact Poly today to learn how Managed Services can extend your global IT team.

www.polycom.com/managedservices

©2019 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc.