Polycom Managed Services

What are Managed Services?

- Limited IT resources, staff, or skillsets
- IT staff has other strategic priorities
- Global footprint is expanding and you need “always on” support
- Infrastructure is nearing capacity
- Undergoing major business transition
- Adding significant new video capabilities
- Video solution updates are falling behind
- Want to switch from CAPEX to OPEX to better manage cash flow

Remote monitoring and management

- Offload day-to-day operations of on-premises infrastructure and endpoint management to our 24/7 remote team

Private Cloud

- Polycom hosts and manages your video collaboration infrastructure in our data center and can remotely monitor and manage your endpoints as well

Hybrid Cloud/On-Premises

- Choose remote monitoring and management for on-premises infrastructure and endpoints along with a private cloud for maximum flexibility

Why Choose Managed Services?

- Improve uptime
- Lower TCO
- Reduce risk
- Accelerate success

Benefits

Managed Services are outsourced services that handle specific responsibilities for you, like owning a condo where property management is addressed by a homeowners’ association. Polycom Managed Services provide global 24/7 video infrastructure and endpoint support, monitoring, management, and consultation to augment your IT resources.

Choose the Polycom Managed Service That’s Right for You

1. Remote monitoring and management
2. Private Cloud
3. Hybrid Cloud/On-Premises

Polycom Managed Services Capabilities

- 99.9% availability
- >50% of issues proactively identified before users see an issue
- >85% remote resolution significantly lowers on-site service costs and resolution time
- 24x7 live concierge and support desk with multi-language capability
- 99.9% ISO 27001 security certification
- ITIL compliance
- Change, security, problem, incident, capacity, service levels

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

www.polycom.com/managedservices