

DATA SHEET

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## Polycom Global Services

### Immersive Telepresence Conference and Operations Management

#### Management to match your business model

How you choose to manage your Polycom immersive telepresence experience depends on several considerations—everything from the skills of your user audience to your corporate policies and available resources. The right management strategy is critical to providing a reliable meeting experience.

Polycom understands that you want to manage your immersive telepresence suites according to your unique business model. This may mean relying completely on in-house IT expertise or looking to Polycom to manage part or all of your operations. Regardless of your choice, Polycom and our authorized telepresence service partners complement your way of doing business and help ensure that you experience the very best Polycom has to offer.

#### Manage your meetings independently

Immersive telepresence meetings require an experienced video operations team to make sure that everyone—from the CEO and CIO to your project teams—has fast and easy meeting access for dependable experiences. If your business operations are most successful when using in-house resources to schedule, manage, and support your video operations, this might be the right conference and operations management option for you.

If so, you'll want to be sure you have monitoring and management tools that provide the level of administration required for immersive telepresence meetings. The highest quality and most successful immersive telepresence meeting experiences call for 24 x 7 proactive meeting monitoring, fault management, solution usage reporting, reservations and scheduling, and conference management.

These five capabilities are key to having the best possible customer experience, and lead to faster adoption and use which will drive a fast return on your investment.

If, on the other hand, managing your meetings independently doesn't fit your business model, Polycom offers Immersive Telepresence Assisted Operations Service (AOS) and the Video Network Operations Center (VNOC). These services can complement your business by outsourcing some or all of the services outlined above.



#### Let your business model determine your service level

Whether you manage your meetings internally or select partial or full conference and operations management service assistance, for the best immersive telepresence meetings, you need the following capabilities:

- 24 x 7 proactive meeting monitoring
- Fault management
- Solution usage reporting
- Reservations and scheduling
- Conference management

## Supplement with partially assisted services

Your IT staff may be knowledgeable in how to handle the technical back-end operations and management of Polycom's immersive telepresence suites, but you simply don't have enough resources available to support everything your company needs. Or, maybe your IT staff doesn't have the required technical expertise to support your telepresence suites, too. In either case, Polycom has a solution to address your needs.

Polycom can augment your existing expertise through our Immersive Telepresence Assisted Operations Service (AOS). This service allows you to focus on your business and offload the time-consuming back-end challenges your IT department can face by providing:

- **Proactive remote monitoring 24 x 7**—Helps make sure your technology is running smoothly and is ready for impromptu conferences, including a daily evaluation of system performance
- **Fault management**—Provides a single-point-of-contact for fast resolution of any challenges that might occur during a call along with access to a robust web portal for real-time ticket status and ad hoc ticket reporting

## Let us manage it all for you

Perhaps you just need a turnkey immersive telepresence solution that lets you focus on your core business and trust us to provide

the best possible meeting experience. The faster you can get started using your telepresence suite, the faster you realize the return on your investment. Perhaps, the executive visibility of Polycom's immersive telepresence meetings, the readily available IT staff, the breadth of their technical expertise, or a little of all three, drives your need for a turnkey conference and operations management service.

In this case, you can rely on Polycom and our authorized telepresence service partners Video Network Operations Center (VNOC) service. It's our turnkey solution to outsource all of the following conference and operations details to experts:

- **Proactive remote monitoring 24 x 7**—Keeps the technology running smoothly and ready for impromptu conferences, including a daily evaluation of system performance
- **Fault management**—Provides a single-point-of-contact for fast resolution to any challenges that might occur during a call
- **Monthly solution reporting**—Provides a complete list of immersive telepresence conference activity for each individual suite, helping you understand your ROI and increase the use and adoption of your solution
- **Conference management**—Lets you focus on the business at hand, while experts make sure everything runs smoothly
- **Conference scheduling**—Schedules in a timely manner and ensures immersive telepresence and infrastructure resources are available to support the meeting