

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 skillsets or don't have enough time?



What are Managed Services?

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.

Why Choose Managed Services?



- ➔ IT staff has other strategic priorities.
- ➔ Global footprint is expanding and you need "always on" support.
- ➔ Driving adoption and maximizing your investment.
- ➔ Undergoing major business transition.
- ➔ Adding significant new intelligent communications capabilities.
- ➔ Video solution updates are falling behind.
- ➔ Want to switch from CAPEX to OPEX to better manage cash flow.
- ➔ Need Microsoft Teams end-to-end support.
- ➔ Increasing adoption of headsets in the enterprise and contact centers.

Benefits



Improve uptime



Maximize ROI



Lower TCO



Reduce risk



Accelerate success

Choose the Polycom Global Managed Service That's Right for You

- 1 Fast, easy Microsoft Teams deployment**
Focus on mission critical priorities while we migrate and manage your phones, video, network and Microsoft Teams environment.



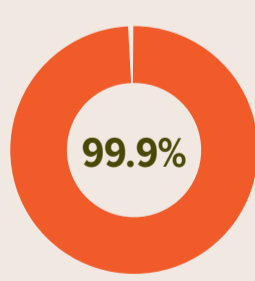
- 2 Remote monitoring and management**
Remote monitoring and management offload day-to-day operations of on-premises infrastructure, voice and video, endpoint and headset management to our 24/7 remote team. Proactive management and monitoring, means nothing gets in the way of intelligent communications.

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



- 4 Hybrid cloud/on-premises**
Choose remote monitoring and management for on-premises infrastructure (and endpoints) along with a private cloud for maximum flexibility.

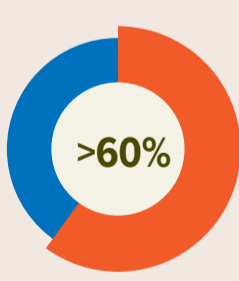
Polycom Managed Services Capabilities



99.9% availability
Service Level Objectives (SLO)-based



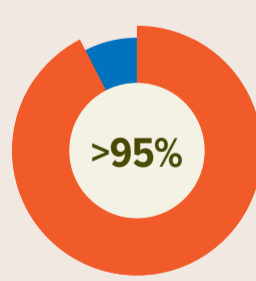
Infrastructure and endpoint monitoring and management



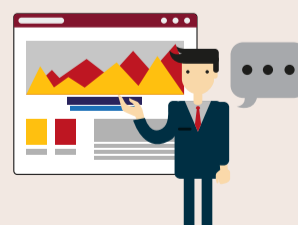
>60% of issues identified
proactively before users see an issue



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



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



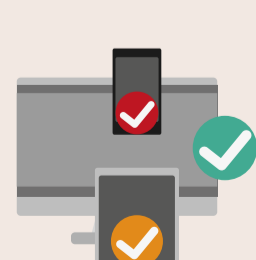
Business Relationship Manager
trusted advisor for service management, adoption, analytics, reporting



Project management
for comprehensive services to design, deploy and operate



ISO 27001
security certification for data protection



ITIL compliance
change, security, problem, incident, capacity, release, event

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

www.polycom.com/managedservices