



MAXIMIZE UPTIME, **OPTIMIZE** **RESOURCES**

BENEFITS

- Higher reliability, uptime, and security for mission critical, customer-owned Poly endpoints installed on-premises
- Decreased demand on your internal IT resources, resulting in lower total cost of ownership (TCO)
- Proactive notification and remediation through actively polled managed endpoints to determine their health, and pre-defined alarm thresholds for the passive monitoring of each managed endpoint
- Advanced and intuitive reporting capability to quantify return on investment
- Higher level of service with delivery of measurable service level objectives (SLOs)
- Flexibility to scale your collaboration investments to meet changing business requirements

POLY REMOTE MONITORING AND MANAGEMENT FOR ENDPOINTS ESSENTIALS, SERVICE

It's clear that collaboration solutions are mission critical to your success. That's why it's imperative to maximize system uptime, but not at the expense of your IT resources. With remote monitoring and management of your Poly video investments, your IT team has access to resources with technology, interoperability, and networking expertise. Using an innovative, industry-leading platform that's built to monitor your solution around the clock, you'll save the expense of developing and investing in these resources internally.

INCLUDES THE FOLLOWING CORE ACTIVITIES:

- Onboarding
- Remote monitoring and management of managed endpoints on an ongoing, global, 24x7 basis
- Event, incident, problem, change, and configuration management
- 24x7 access to the service desk

SERVICE OVERVIEW

Poly Remote Monitoring and Management for Endpoints, Essentials Service lets Poly remotely monitor and manage the performance of your immersive telepresence, video endpoints, or any Poly system using these products as a base codec. We provide predictable system reliability, high availability, and security for all aspects of your endpoints; greater flexibility to scale your collaboration investments to meet changing business requirements. Robust reporting to oversee management activities and make IT decisions.

REMOTE MONITORING AND MANAGEMENT FOR ENDPOINTS, ESSENTIALS SERVICE PROVIDES:

- An assigned project manager and release engineer for the onboarding project
- Active and passive monitoring of managed infrastructure to ensure proactive remediation, with the goal of maintaining and increasing overall service availability, ensuring that the service is fully operational
- Expert event management as a first-level response to a potential service operation issue, providing Poly with the ability to detect, interpret, and initiate appropriate actions to ensure and support service stability
- Purpose-built tools and processes for problem identification, resolution, and reporting, resulting in >60% of issues proactively identified, >95% resolved remotely, and >99% uptime
- Incident management to maintain and restore service functionality in a timely fashion
- Change management, performed remotely, to resolve an incident or to return the managed infrastructure to its optimal performance level
- ISO 27001 security and ITIL compliance

OPTIONAL BUSINESS RELATIONSHIP MANAGER

For customers with critical business requirements for their managed endpoints and need for a senior consultant to guide them in all aspects of Poly's Managed Services relationship, we highly recommend the addition of a Business Relationship Manager (BRM). As your primary interface with Poly, the BRM provides service and utilization reports, and directs all applicable Poly resources to ensure efficient production environments for the managed endpoints.

In addition to Remote Monitoring and Management for Endpoints, Essentials Service, Poly offers Remote Monitoring and Management for Infrastructure Service for customer-owned Poly Unified Communication and Collaboration (UC&C) infrastructure installed on-premises or in a customer's data center with 24x7 technical support.

BOTTOM LINE

Poly Remote Monitoring and Management for Endpoints, Essentials Service significantly reduces the demand on your IT resources, making it the ideal solution to keep your internal teams nimble and focused on the core business.

*Please note that prior to commencement of the Remote Monitoring and Management for Endpoints, Essentials Service, all devices on the customer's premises must be covered under the Advantage service or Immersive Care service support program, coterminous with the term of the Managed Services contract or beyond the term of the Managed Services contract. All managed devices must be updated to Poly-supported versions within two major releases of the latest Poly generally available release.

For more information regarding Poly services, please contact your authorized Poly representative.