



FLEXIBILITY TO SCALE YOUR COLLABORATION INVESTMENT

BENEFITS

- Higher reliability and uptime for mission critical, customer-owned Poly UC&C infrastructure installed on-premises or in a customer's data center
- Decreased demand on your internal IT resources, resulting in lower total cost of ownership (TCO)
- Advanced and intuitive reporting capability to quantify return on investment
- Managed infrastructure is monitored and managed 24x7 and the service desk always operates so you can receive real-time alerts to service affecting events
- Insight into usage through the generation and review of utilization reports
- Business Relationship Manager (BRM) for the duration of the managed service

POLY REMOTE MONITORING AND MANAGEMENT FOR INFRASTRUCTURE 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 infrastructure on an ongoing, global, 24x7 basis
- Event, incident, problem, change, configuration, and capacity management
- Service level objective (SLOs) measurement of service performance
- Periodic service reports
- Generation and review of utilization reports

SERVICE OVERVIEW

Poly Remote Monitoring and Management for Infrastructure Service lets Poly remotely monitor and manage the performance of your customer-owned Poly unified communication and collaboration (UC&C) infrastructure, whether installed on-premises or in a customer's data center. Predictable system reliability, high availability, and security for all aspects of your infrastructure. 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 INFRASTRUCTURE SERVICE PROVIDES:

- An assigned project manager and release engineer for the onboarding project
- The assigned BRM acts as your primary interface with Poly, providing the service and utilization reports, and directs all applicable Poly resources to ensure efficient production environments for the managed endpoints
- 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
- Problem management to resolve the root causes of incidents to prevent their recurrence and to minimize the impact of incidents that cannot be prevented
- 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
- Capacity management to ensure that IT resources are right-sized to meet the customer's current and future business requirements: Poly will monitor and report on system capacity and utilization on a monthly basis

BOTTOM LINE

Poly Remote Monitoring and Management for Infrastructure 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 Infrastructure 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 Manage 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 or partner.