WE'RE ON DUTY 24X7 SO YOU DON'T HAVE TO BE.

POLY MANAGED SERVICES

Are your users demanding a better intelligent communications experience but you're understaffed, lacking the right skillsets or don't have enough time?

- 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.
- Increasing adoption of headsets in the enterprise and contact centers.

BENEFITS

- IMPROVE UPTIME
- LOWER TCO
- MAXIMIZE ROI
- REDUCE RISK
- ACCELERATE SUCCESS

Why Managed Services?

Managed Services are outsourced services that handle specific responsibilities for you, like leasing a car rather than purchasing it. Poly Managed Services provide global 24x7 intelligent communications infrastructure and endpoint support, monitoring, management, and consultation to augment your IT resources.

Why POLY for Managed Services

REMOTE MONITORING AND MANAGEMENT

is built to work around the clock — and save you the expense and complexity of building and managing one yourself. The service offloads day-to-day operations of on-premises infrastructure, voice and video, endpoint and headset management to our 24x7 remote team. Proactive management and monitoring means nothing gets in the way of intelligent communications.

KNOWLEDGE OF MANAGED SERVICES AND UNIFIED COMMUNICATIONS EXPERIENCE

LOCALIZED EXPERIENCE AND EXPERTISE WITH CERTIFIED PROFESSIONALS

GLOBAL PRESENCE

PROVIDE END-TO-END VENDOR NEUTRAL SOLUTIONS

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

PRIVATE HOSTING

Poly Private Managed Services can be hosted at your own data center or privately hosted in the cloud. We can lift the burden on your internal teams and help you meet changing requirements, all while keeping your collaboration solutions reliable and cost-effective.

Poly Managed Services Capabilities

99.9% AVAILABILITY

Service Level Objectives (SLO) Defined

80% OR GUES SAVINGS

Unmanaged costs reduce to zero

98% REMOTE RESOLUTION

Significantly lower on-site service costs and resolution time

SERVICE DELIVERY MANAGED

Greater access to service management, analytics, and reporting

PROJECT MANAGEMENT for comprehensive services to design, deploy, and operate

POLY MANAGEMENT for comprehensive services to design, deploy, and operate

INFRASTRUCTURE AND ENDPOINT monitoring and management

24X7 risk management with advanced language capability

SECURITY CERTIFICATION for data protection

100% ISO 27001 SECURITY CERTIFICATION for data protection

100% COMPLIANCE changes, security, accessibility, and privacy

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


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Polycom Managed Services Capabilities

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