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 Choose 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.

What are Managed Services?

POLY MANAGED SERVICES

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

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

REMOTE MONITORING AND MANAGEMENT
Poly Remote Monitoring platform is built to work around the clock — and save you the expense and complexity of building and managing your own. Poly Remote Monitoring sets you up with data gathering tools that expertly monitor your collaboration and infrastructure environments.

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.

GLOBAL PRESENCE
Provide end-to-end vendor agnostic solution

KNOWLEDGE OF MANAGED SERVICES AND UNIFIED COMMUNICATIONS / EXPERTISE

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.

INFORMATION AND ENDPOINT monitoring and management

PRODUCT MANAGEMENT
The comprehensive services for design, engineering and support.

ISO 27001
Conformity to ISO 27001 standard for data protection.

ITIL COMPLIANCE
ITIL Service Management best practices. Problem, incident, change and capacity.

99.9% AVAILABILITY
Service Level Objectives (SLO)-based

95% UNMET ISSUE RESOLVABILITY
60% of issues identified proactively before users see an issue

98%+ AVAILABILITY
99.9% 24X7 live concierge and support desk with multi-language capability

PROJECT MANAGEMENT
For comprehensive services for design, engineering, and support.

BUSINESS RELATIONSHIP MANAGER
The trusted advisor for service management, adoption, analytics, reporting.

100% REMOTE INQUIRY RESOLVABILITY
95%+ UNMET ISSUE RESOLVABILITY

100% availibility
99.9% 24X7 live concierge and support desk with multi-language capability

ISO 27001
Conformity to ISO 27001 standard for data protection.

99.999% AVAILABILITY
99.999% 24X7 live concierge and support desk with multi-language capability

Why Poly for Managed Services

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


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