

DATA SHEET

Polycom Adoption Consulting Service

Aligning video collaboration with your work environment and business goals

Polycom has developed a comprehensive methodology to drive the adoption and ongoing use of video collaboration technology within your organization. The Polycom Adoption Consulting Service is the first step in this methodology, engaging you in an intensive assessment and planning process. As part of this process, Polycom evaluates the video collaboration needs of both your end users and your business, and then works with you to develop a high-level solution design, an implementation framework, and a mechanism for measuring success. All of these contribute to the final deliverable: your adoption strategy.

Why use Polycom’s Adoption Consulting Service?

Polycom delivers open, standards-based unified communications and collaboration (UC&C) solutions for telepresence, video, and voice powered by the Polycom® RealPresence® Platform. Implementing those solutions enables you to remove the barriers created by distance, make experts accessible where they’re needed most, and create trust and understanding between colleagues, customers and partners. But the ability to gain the greatest business value from any solution is directly related to how widely it’s adopted. And ensuring a successful implementation requires planning, discipline and follow-through. Adoption Consulting lays the foundation for a successful adoption strategy by applying a proven set of best practices designed to accelerate the return on your Polycom RealPresence video solution.

Service overview

Through Adoption Consulting, Polycom establishes a framework for the adoption process by assessing and aligning Polycom RealPresence video solutions with your work environment and business goals. We’ll then work with you to define strategies for optimization, change management, awareness building and maintenance. The end goal is a clear, comprehensive strategy for adoption that includes a step-by-step action plan and a mechanism for measuring your progress.



Benefits

- Establishes the framework necessary for successful adoption
- Designs an adoption strategy built around the needs and work habits of end users
- Helps ensure your Polycom RealPresence video solution supports your business goals
- Accelerates return on investment by identifying the pieces of your business that will benefit most from video collaboration
- Provides you with the mechanisms and insights you need to track and measure adoption over time

Our approach

A Polycom Client Service Manager and Solution Consultant will work closely with you to:

- 1. Identify goals**—The process begins with an assessment of your chief goals for video collaboration, such as improving productivity, enabling better work/life balance for employees, lowering costs, and reducing your company's carbon footprint.
- 2. Clarify business needs**—Every organization is different, so we'll work with you to understand the situations and business processes where video collaboration will add the most value. These may include regular and ad-hoc meetings, external communication, training, product design, project management and recruiting. We'll also offer recommendations on where and when you need audio-only conferencing, mobile collaboration and UC platform integration.
- 3. Listen to end users**—Successful adoption hinges on end users. A series of interviews and surveys will help us understand current perceptions of video collaboration and how employees, partners and others may use it.
- 4. Track and measure adoption**—By monitoring and measuring call volumes, duration by location, and other variables, you can determine how video is used today (if applicable) and create a baseline against which to measure future progress.
- 5. Propose, agree to and document video-enabled processes**—We'll help you determine which business units will use video-enabled processes, and how users within those groups will access video capabilities: at their desk, at home, on the road, in a meeting room, or in an immersive telepresence room.
- 6. Review the high-level solution design**—With your business needs and end user requirements identified, your Polycom team will sketch out an overview of the key components of your video collaboration solution.
- 7. Document the support strategy**—A support plan will be relevant throughout the adoption process. Working with you, our team will create a support plan that defines what will be handled by your IT staff and what should be outsourced to Polycom or an authorized Polycom partner.

The final report

Through Adoption Consulting, we'll work with you to craft an adoption strategy that optimizes your chances of a successful roll-out. This strategy is embodied in a detailed final report that outlines the insights and consensus gained through the interviews and assessments described above. The report includes recommendations for end user configurations, technical integration requirements, and a baseline configuration. It serves as your go-to guide throughout the adoption process, offering an overview of recommended best practices for promoting the new solution to users and educating them on how to make video collaboration a part of their daily workflow. And it summarizes your maintenance and support strategy, along with a proven approach to tracking and measuring adoption over time.

All the resources you need to succeed

Throughout the process, your assigned Client Services Manager will marshal the necessary resources and ensure all your needs are met. Meanwhile, the Solution Consultant assigned to your adoption effort will have the technical expertise required to design a Polycom RealPresence video solution that will help you create a cost-effective culture of collaboration across your enterprise.

Learn more

Polycom Services has more than 25 years of communications and collaboration technical experience and knowledge. We can help ensure that your investment in our solutions delivers real business benefits and accelerates your ROI.

For more information on Polycom Global Services, please contact your authorized Polycom representative or visit:

www.polycom.com/collaboration-services.