

DATA SHEET

Polycom® SoundStructure® Professional Services

Expert design, installation and configuration services for the optimal acoustic experience in any collaboration environment

Polycom® SoundStructure® Professional Services provide the technical expertise needed to create an optimal acoustic experience for audio- and video-enabled collaboration meeting spaces. SoundStructure provides exceptional, scalable sound improvement for all collaboration environments, from simple meeting spaces to challenging acoustic environments. Our professionals provide services for every part of the deployment process—from Design and Planning, to Installation with On-Site Certification—we make it easy to take advantage of all the features that SoundStructure has to offer.

Design and Planning

Our experts will plan and design the right solution for your business needs, taking every aspect of your space into account, including room dimensions, finish surfaces, installation best practices, and use case requirements to produce dimensioned drawings, details, peripheral and acoustic improvement recommendations essential for proper installation. For existing spaces, we provide installation analysis and recommendations along with SoundStructure Improvement requirements to help facilitate a seamless augmentation to your existing system.

Services offered include:

- Detailed drawings showing specific placement of speakers, microphones and other technology elements
- Identification of potential problems or pitfalls in third-party architectural and engineering drawings
- Existing space review and report providing recommendations for room improvement, optimizing the performance of your Polycom SoundStructure solution



Benefits

- Gain access to Polycom technical expertise and best-practice deployment techniques
- Identify interdependencies and risks in advance of deployment
- Benefit from a solution deployment plan designed for your specific use cases and environments
- Save time and money by reducing installation and implementation time, enabling a faster operational start
- Receive training and orientation from trained experts

Installation

Following the initial design phase, we will work with you to deploy your solution in a straightforward and seamless fashion. By taking advantage of these services, we can help your business adapt to the new solution and assist your users in being operational and productive from day one. Polycom Installation Services provide the expertise and experience you need to deploy Polycom SoundStructure solutions quickly and accurately while minimizing disruption to your existing technology environment.

Services offered include:

- Hardware installation and initialization
- Software installation, registration, activation and configuration
- Initial configuration and testing of interoperability with relevant third-party software applications
- Comprehensive configuration of system resources; testing of the entire installation
- Orientation session enabling knowledge transfer to your internal staff

Implementation

Polycom Implementation and On-Site Certification Service provides the expertise and experience you need to deploy SoundStructure solutions through best-practice programming and calibration of your installed SoundStructure appliances. Our service provides last-mile delivery by optimizing your equipment for day-one use. Implementation and On-Site Certification is the last step in providing a sonically optimized, user-ready collaborative environment.

Services offered include:

- SoundStructure racking, operation verification and connectivity
- Firmware updating and validation
- Programming and calibration
- Initial configuration and testing of interoperability with relevant third-party software applications (check with Polycom for interoperability and conditions)
- Comprehensive configuration of system resources; testing of the entire installation
- Orientation session enabling knowledge transfer to your internal staff

SoundStructure provides solutions for truly unique collaboration environments, from open-space-plan conference rooms, to highly interactive large-capacity auditoriums, chambers and multiseat spaces. We can support you at any point in your collaboration journey: Whether you are deploying your first room system, upgrading an existing solution with the latest features and enhancements, need third-party control support, or are looking for maintenance, firmware validation and recertification of an existing system, our expert personnel will provide a smooth, efficient service that saves you time and money.

Need flexible financing?

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