

## DATA SHEET

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# Polycom® Consulting Services

## Extending, advising and driving your teams and plans

With the ever-growing demand of users for integrated communications environments that offer easy-to-use means for communication and collaboration, IT departments need to find ways to be more nimble. But many organizations don't always have the in-house IT resources to keep up with all the innovations. They need to be pro-active to user demands, keep developing their IT strategy at the same time they're looking to add structure to their Unified Communications (UC) projects and find a better way to gather feedback from users. Well, you don't have to do it alone anymore. Polycom can help you fill the gaps in your team, provide you focused time and expertise, and ensure that your projects are delivered on time.

Our dedicated professional consultants can help solve common or complex business problems. Whether your need is to extend your team for a specific project or time period, we can help meet your IT objectives without breaking your budget. Our consulting services include, but are not limited to, advising customers on re-conceptualizing their UC experience, including network assessment, solution design, increasing technology adoption, conducting user interviews, producing end of consulting term reports, and Microsoft integration. All you need to do is choose the type of consultant, or mix of consultants, that meets your needs. We take care of the rest.

### Field engineer

Experienced and highly qualified technical staff, our Field Engineers are available as an extended virtual member of your team that immediately adds value. Field Engineers can work on projects that include conducting Health Checks on the IT environment, configuration improvements as well as instant availability for real-time troubleshooting.

### Solution consultant

Solution Consultants provide technical expertise and perform tasks at an hourly or daily rate. Acting as a UC Advisor, customers benefit from the consultative experience of the Solution Consultant. Whether you want to stop operating in constant emergency mode, you're looking to create a long-term strategy, or you want to move to the simplest user experience model, our Solution Consultants can help.

### Project management

Polycom Project Management services offer a single source solution that ensures the deployment of video and/or audio equipment is smooth and trouble free. Utilize the expertise and experience of a Polycom project manager on a per day basis for projects such as installation, a software upgrade, or system relocation.



### Benefits

- Extend your team without recruitment costs or ramp up time
- Early identification and prevention of potential roadblocks
- Have time to focus on your core business
- Mitigate risk and maximize return on investment when adopting new technologies
- Accelerate solution deployment based on standardized processes—accelerating the return on your investment (ROI)
- Improved productivity and reduced risk—by ensuring optimum implementation of your UC solutions, right from the start
- A single point of contact for your team and third-party vendors
- Complete planning and management of complex video and/or audio system implementation or upgrade projects
- Peace of mind that your communications strategy is properly aligned for future business growth

## The resources you need, when you need them

A major reason why organizations choose Polycom Consulting Services is our ability to improve how they communicate, collaborate, and perform. This is our sole focus—realized through an approach that involves supporting our own end-to-end portfolio of video, voice, and collaboration infrastructure solutions—as well as the best-in-class offerings of our strategic partners, including many of the world’s leading UC vendors. Polycom Consulting Services have the technical expertise to help you create communication environments that enable your employees to collaborate easily. By utilizing our consultants to support your in-house resources you can save time and money, reduce risks, speed the time your solution is operational and in use, and have your future strategy in place. This allows you to focus on your core business, allows your employees to collaborate at a higher level, and helps you position your business ahead of your competitors.

## 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 Consulting Services, please contact your authorized Polycom representative or visit: <http://www.polycom.com/collaboration-services>.