

DATA SHEET

Polycom® Solution Design

Holistic UC integration into your IT environment

Polycom technical experts are available to help you design the right solution for your business. By developing a detailed description for the deployment of your unified communications solution you will ensure that your investment in Polycom technology will meet your business needs and environment.

The Solution Design Service is the first step in your solution deployment. It is highly recommended that you also purchase Polycom Implementations services or equivalent services from a Polycom Certified Service Partner to physically deploy your solution based on the solution design.

A systematic methodology will be applied by Polycom to develop and deliver a solution design report that includes a review of any existing video conference solution, your targeted use case scenarios, a recommended solution architecture, the technical requirements and system integration touch points for an optimal implementation.

The Solution Design Service is delivered through four focused phases:

Phase 1: discovery

A Solution Consultant meets with the customer to review the delivery process and gather any relevant information necessary to understand your planned usage, IT applications, current network, specific technical requirements and/or system integration touch points. Service delivered remotely by default. The discovery phase can be delivered on-site if travel uplift is purchased.

Phase 2: analysis

During this phase, Polycom consultants analyzes various technical aspects of the design and will collaborate with you to design a solution allowing for a smooth integration into your unified communications environment.

Phase 3: review

Polycom presents the findings and initial technical recommendations for deployment based on your requirements. At this stage your input, feedback, and minor adjustments can be applied before a design is finalized.

Phase 4: Solution design report

This report will compile findings and recommendations addressed throughout the engagement.



Benefits

- Leverage vendor technical expertise to create the right design for your solution deployment
- Identify interdependencies and mitigate risks in advance to ensure a smooth deployment and minimal impact to your production environment
- Ensure your solution is deployed for optimal performance for your business needs and environment

Depending on the specific requirements of the Customer and the Polycom products in question, a typical report may include, for example, the following:

Summary

Description of the existing infrastructure; incorporating the IP network environment, the collaboration infrastructure (video endpoints and infrastructure), Business Application (e-mail, instant messaging), and IT application (Active Directory, SQL, DNS, Certificate server).

End-user experience

The report will include a review of the user scenarios, the overall Solution Description and component descriptions.

Integration requirements

This section will focus on the network integration requirements (Ports & Call Flow Diagram), the Infrastructure integration requirements, the business application integration requirements and the IT application integration requirements.

Polycom will conduct a final report briefing, presenting the recommended solution design to the customer.

For more information

If you are looking to design the right solution for your business, contact Polycom today to discuss how our Solution Design service can help you.