



BUSINESS CRITICAL SUPPORT

BENEFITS

- Obtain the highest level of response and resolution to service requests with a specialized team of Poly technical, managerial, and administrative experts
- Have a primary point of contact for Poly-enabled strategic cloud partner endpoint environments
- A closer business and technical relationship providing more proactive and consultative support from Poly
- Meet specific business success criteria
- Includes software update and upgrade recommendations and documented procedural methods prior to any major software changes
- Be provided with specific instructions and a unique access number to contact your regional BCS team resources

BUSINESS CRITICAL SUPPORT

Business Critical Support (BCS) provides the highest level of response and resolution for organizations seeking the maximum degree of video network performance. BCS provides access to a specialized Poly team of technical, managerial and administrative experts. This team can rapidly diagnose problems when they occur and provide quality analysis of underlying causes of critical issues which may impact your business. The service includes software version updates and upgrade recommendations, as well as notification of any published security issues that could potentially affect your Poly solution.

BCS INCLUDES:

- Technical telephone support
- Improved response time in Poly-enabled ecosystem cloud solutions
- Escalation management
- Software version recommendations
- Advanced parts replacements
- 24 x 7 access to the Poly support portal

*BCS requires all of a customer's Poly infrastructure systems to be covered by Premier, Advantage or the Elite support service.

CONTACT YOUR AUTHORIZED POLY PARTNER FOR MORE DETAILS.