



BUSINESS RELATIONSHIP MANAGEMENT

BENEFITS

- Customer advocate and single point of contact business interface within Poly to monitor, analyze and report on service and support of the Poly production solution
- Regular review meetings based on agreed Key Performance Indicators and escalation support
- Capacity management—set goals, monitor and report on capacity to meet future business needs

BUSINESS RELATIONSHIP MANAGEMENT

Business Relationship Management is for customers seeking post-implementation support and Poly assistance to grow, manage and optimize their Poly investment. The virtual service is delivered through a Business Relationship Manager (BRM) who serves as the non-technical management interface to a designated customer representative for all Poly service program activities. They will monitor, analyze and report on aspects related to the service and support of your Poly solution. The BRM facilitates regular program review meetings to provide updates on open service issues and performance metrics compared to your expectations. Issues are resolved through problem solving efforts, including risk management and mitigation strategies. The BRM is available for escalation support during standard regional business hours.

Aligned to your success, the BRM is highly knowledgeable regarding Poly capabilities and assists in many areas of your business. For example, the BRM may identify and suggest technical training and documentation needs to improve your user experiences.

BRM INCLUDES:

- Continuing service improvement
- Service level management
- Service level reports

*A BRM is available to customers that maintain an active Premier or Advantage support service on their Poly solution.

CONTACT YOUR AUTHORIZED POLY PARTNER FOR MORE DETAILS.