PERSONALIZED, PROACTIVE SUPPORT FOR YOUR COMPLETE CONFERENCING SOLUTION

It's clear that your communications environments become more interdependent within your IT infrastructure as you unify your communication solutions. At the same time, business processes are relying more and more on virtual collaboration tools. The result? Your unified communications (UC) environment becomes even more important and mission critical. It's key that the team supporting you is familiar with your unique environment and specific needs. That's why our Elite Service provides a holistic support strategy beyond individual products—optimizing the performance of your solution and increasing your return on investment.

Elite Service is a proactive, personalized, high-touch support service that helps you manage your dispersed Poly environment around the world, provides resources to manage your day-to-day technical requests, and keeps a close watch on your Poly investment in its entirety. Our solution-focused support service helps you minimize risks through strategic upgrades and smart asset management.
ELITE SERVICE PROVIDES THE FOLLOWING

BUSINESS RELATIONSHIP MANAGER (BRM)
As an Elite customer, you have an experienced Business Relationship Manager assigned to your account to help enable your success, support activities and pro-actively provide information and advice. As the customer advocate within Poly, the BRM is your single point of contact to initiate, manage, and report on all Elite Service activities and to provide escalation management to engineering, service, and product management issues. Your BRM also provides continuity of information between teams, and coordinates regular status meetings to provide updates on open issues, in partnership with your Poly assigned Remote Technical Support Engineer.

REMOTE TECHNICAL SUPPORT ENGINEER (RTSE)
The RTSE is your primary technical resource who manages escalations, updates the BRM, offers recommendations for deployment planning, provides version control for software and hardware product upgrades (to minimize any risk and impact on your production environment), and oversees remote deployment of system upgrades.

24X7 ACCOUNT-SPECIFIC AND PRIORITIZED TECHNICAL SUPPORT ACCESS
Elite Service includes account-specific phone access to the customer support team familiar with your deployment who assist in solving issues by phone. 24x7 support is available around-the-clock, 365 days a year.

ECOSYSTEM CLOUD PARTNER SUPPORT
Ecosystem Cloud Partner Support improves response times in Poly-enabled ecosystem cloud solutions by acting as a primary point of contact to the customer. When the Poly support team receives an incident request for a Poly product used in an approved strategic cloud partner environment, a service request will be created in Poly’s ticketing system for tracking.

ADVANCE PARTS REPLACEMENT – NEXT BUSINESS DAY
Poly will provide advance replacement for any failed hardware component covered under Elite. If Poly’s technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, a replacement part will be shipped by Poly with all freight charges paid for next business day delivery for advance replacement using an expedited carrier service.

SOFTWARE VERSION MANAGEMENT
Your Elite team keeps you updated on the latest releases and how they apply to your systems and environment.

SOFTWARE UPDATE AND UPGRADE ASSISTANCE
The RTSE works with you to recommend, plan, and oversee remote deployment of all Poly software updates and upgrades. They take into account your environment and interdependencies to minimize risk and impact on your production environment.

ENTITLEMENT COVERAGE
To give you an overview of your collaboration tools, your Elite team catalogs all infrastructure, network, and endpoint hardware, including voice products, if covered by Elite in your Poly environment.

PROGRAM REVIEWS
Your Poly BRM and RTSE conduct regular status meetings with your assigned point of contact, addressing items such as business objectives, program status, actions, and new initiatives. Topics will generally include service status, open strategic issues, summary of your new initiatives and updates on new product releases and their applicability to your environment.

ROOT CAUSE ANALYSIS
On request, your Elite team executes preventative measures to identify the cause of priority-one issues and recommends remedial steps to help avoid reoccurrence of the same issues.

UTILIZATION AND BENCHMARK REPORTS
For customers that have products deployed that provide Customer Detail Records (CDRs) Poly will provide a monthly utilization report. This report will summarize the total number of calls and minutes as well as utilization statistics for each Poly endpoint registered to the gatekeeper for which CDRs are available from the previous month.

Every six months Poly will provide a benchmark summary showing their usage against other Poly customers.

For Elite customers that deploy Poly voice products, Poly will provide a monthly utilization report specific to their Poly voice products.
POLY ONLINE SUPPORT CENTER

Poly provides 24x7 access to the Poly Online Support Center that includes the following functionality:

- Register products and look up product licensing.
- Create service requests and review Support Ticket status.
- Check the status of parts replacement including delivery tracking information.
- Perform Knowledge Base searches.
- Download the latest product documentation.
- Download the latest Poly endpoint software that is available for the current release and the latest version minus one.

DEDICATED ADMINISTRATIVE DEVICE PORTAL

24x7 availability to online portal providing cloud status, IT and end user documentation and user community portal.

UPGRADED ACCESS TO PREMIUM SOFTWARE

Elevate your collaborative experience with IT tools, device-specific enhancements, and capabilities all delivering a superior user experience and greater adoption across the entire enterprise.

SELECTED DISCOUNTS

Customers with a current Elite contract are eligible for exclusive Professional Services discounts.

All Poly products in your environment must be covered under one Elite Service contract. It’s important to note that all equipment covered by Elite will be eligible to receive the latest software upgrades as released, enabling you to take advantage of developments as they are released and allowing you to easily manage any upgrade program.

OPTIONAL FEE-BASED SERVICES

The following options are available to be purchased separately to enhance Elite.

ONSITE SUPPORT OPTION

Upon remote diagnosis of a product failure by a Poly technical support engineer, Poly will dispatch an authorized technician to the customer site to install the replacement part.

FOUR-HOUR RESPONSE OPTION

This option provides delivery of replacement parts and dispatches an authorized technician to the customer facility within four hours of the final diagnosis of a product failure. This service is currently available only in selected geographical locations and specific product types.

ADDITIONAL RESOURCE OPTIONS

Additional BRMs and RTSEs are available to provide enhanced support for Elite customers with highly decentralized Poly solutions. Additional charges apply for this option.

CONTACT YOUR AUTHORIZED POLY PARTNER FOR MORE DETAILS.