



# POLY SUPPORT OFFERINGS SUMMARY

## FEATURE COMPARISON

<u>SERVICE DELIVERABLES</u>	<u>PREMIER</u>	<u>ADVANTAGE</u>	<u>ELITE</u>	<u>REMOTE MONITORING AND MANAGEMENT</u>
Technical telephone support Monday through Friday from 9 AM to 5 PM excluding recognized Poly holidays	•			•
24x7 technical telephone support with priority access into Tier 2 support queue		•		•
24x7 technical support with assigned Remote Technical Support Engineer (RTSE) access 8x5			•	•
Advance parts replacement—next business day	•	•	•	•
Support Portal	•	•	•	•
Software updates and upgrades	•	•	•	•
Technical escalation management	•	•	•	•
Non-technical escalation management			•	•
Online support tools, including access to support portal	•	•	•	•
Multi-vendor support	•			•
Cloud Partner endpoint telephone support		•	•	•
Monthly utilization reporting <sup>1</sup>		•	•	•
Bi-annual benchmark reporting <sup>1</sup>		•	•	•
Infrastructure asset tracking			•	•
Central storage of customer's environment			•	•
Software version availability and update notifications			•	•
Software version control			•	•
Provide access to MOPs (methods of procedure), release notes, issues			•	•
Root cause analysis			•	•
Next business day onsite support <sup>2</sup>	OPTIONAL	OPTIONAL	•	OPTIONAL
4-hour onsite response (includes replacement parts) <sup>3</sup>		OPTIONAL	OPTIONAL	OPTIONAL
Primary technical sponsor and point of contact			•	•
Program status updates at regularly scheduled business review meetings			•	•
Remote onboarding and annual review			•	•
Ensure compliance with standard processes, policies, and procedures			•	•
Document lessons learned and support continuous improvement			•	•
Report on service performance metrics			•	•

Report on service level objectives (SLOs) for service performance metrics			•	•
Maintain copy of customer network configuration			•	•
Business Relationship Manager	OPTIONAL	OPTIONAL	•	•
Remote Technical Support Engineer	OPTIONAL	OPTIONAL	•	•
Technical Account Management	OPTIONAL	OPTIONAL	OPTIONAL	
Business Critical Support	OPTIONAL	OPTIONAL		
Active and Passive monitoring				•
Proactive remediation				•
Event, Incident, Problem, Change, Configuration, and Capacity Management (with ITIL compliance)				•

<sup>1</sup> For customers that have supported products deployed that provide customer detail records.

<sup>2</sup> Next business day onsite support is available as an option to the Premier, Advantage, or ImmersiveCare service programs.

<sup>3</sup> 4-hour response is available for specific products and locations, as detailed on <http://support.poly.com>.

Remote Monitoring and Management—managed devices must be covered under Advantage or ImmersiveCare support that is coterminous with the Managed Services contract or extends beyond the term of the Managed Services contract.

## **OPTIONAL SUPPORT MODULES AVAILABLE**

### **BUSINESS CRITICAL SUPPORT**

Business Critical Support (BCS) is available to customers with an active Poly Service agreement. This program provides the highest level of response and resolution for customers seeking the maximum degree of video network performance. BCS augments features of the customer's active service agreement and the customer's IT organization by providing access to a specialized team of Poly technical, managerial, and administrative experts.

#### **SERVICE DELIVERABLES**

#### **BUSINESS CRITICAL SUPPORT**

24x7 access to BCS team with live transfer during standard business hours	•
Central storage of customer's environment	•
Software version and upgrade recommendations	•
Two prescheduled out-of-local business hours migrations per year	•
Escalation management with quarterly status calls	•
Infrastructure asset tracking	•
Joint vendor calls if required	•
Access to methods of procedure (MOPs), release notes, issues	•
Support portal	•
Next business day (NBD) onsite support <sup>1</sup>	OPTIONAL
4-hour response <sup>2</sup>	OPTIONAL

<sup>1</sup> Next business day support is available as an option to the Premier, Advantage, or ImmersiveCare Service Programs.

<sup>2</sup> 4-hour response is available for specific products and locations, as detailed on <http://support.poly.com>.

### **BUSINESS RELATIONSHIP MANAGEMENT**

Business Relationship Management (BRM) provides customers seeking post-implementation support to grow, manage, and optimize their Poly investment through virtual access to an assigned service management advocate. This industry-leading expertise can augment the customer's internal resources, maximizing return on investment with analysis and improvement recommendations, and aid in the improvement of the adoption and experience of the Poly solution.

This global value-added service option is available to customers that maintain an active Poly support agreement on their Poly solution. The BRM role does not replace Poly program managers, project managers, or any other roles that may be assigned to the customer for the implementation, installation, maintenance, or management of the Poly solution.

## SERVICE DELIVERABLES

## DETAILS

<b>Business Relationship Management</b>	Establish initial business objectives with customer during onboarding process
	Ensure service deliverables are met and facilitates regular program reviews
	Act as a customer advocate and single point of contact business interface
<b>Continual Service Improvement Management</b>	Establish and provide regular program reviews based on agreed upon key performance indicators (KPIs)
	Benchmark and document an improvement process for adoption, capacity, utilization, availability, incident, problem, and change management <sup>1</sup>
<b>Service Level Management</b>	Establish service level metrics to be tracked across all services delivered
	Provide monthly service level reports
<b>Capacity Management</b>	Set goals, monitor, and report on capacity to meet future business needs
<b>Asset Management (requires Poly infrastructure)</b>	Establish, track, and report on all assets under management

<sup>1</sup> For customers that have supported products deployed that provide customer detail records.

## **REMOTE TECHNICAL SUPPORT ENGINEER**

Poly's Remote Technical Support Engineer (RTSE) is assigned as part of a customized day 2 support program for customers seeking a closer technical relationship with Poly. The RTSE helps customers maintain their Poly solution and achieve their response and reliability goals when technical assistance is required. The RTSE has immediate access to Poly's knowledge base and is backed up by 24x7 remote expertise including tier 3 technical support, research and development, lab systems, and management escalation support to ensure a high level of support and response times.

The RTSE role does not replace Poly program managers, project managers, or any other roles that may be assigned to the customer for the implementation, installation, maintenance, or management of the Poly solution.

This value-added service option is available to customers that maintain active Poly Advantage Support, Business Critical Support, Elite Support, or have Poly Remote Monitoring and Management services on their Poly solution.

## **TECHNICAL ACCOUNT MANAGEMENT**

Poly's Technical Account Management program is a proactive, personalized support program for customers with mission critical Poly solutions seeking a consultative relationship with Poly. The goal is to help customers grow, manage, and optimize their Poly investment and achieve desired business outcomes. This global, value-added service option is only available to customers that maintain an active Poly support maintenance agreement on their entire Poly solution.

## SERVICE DELIVERABLES

## TECHNICAL ACCOUNT MANAGEMENT

Customer advocacy	•
Service program reviews	•
Software releases	•
Software configuration profile	•
Utilization analysis	•
Adoption and awareness	•
Asset management reporting	•
Service quality	•
Resource requirements planning and availability	•