WHICH POLY SUPPORT SERVICE IS RIGHT FOR YOU?

DON'T EVEN THINK ABOUT IT

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POLY+ INCLUDES

• Proactive, solution-focused support service, which minimizes customer risk and impact through IT resources.
• Elite team of experts to optimize solution performance and minimize demand on your internal support - from Poly Business Critical Support subject matter experts who know and understand your environment, and ecosystem cloud partner support. No need to track serial numbers: use a single Master Account ID for your entire Poly estate.

POLY+ ENTERPRISE

• Proactive, personalized, and consultative service with direct access to an assigned Elite Customer Success Manager and Technical Account Manager, plus telephone technical support 24x7 and direct live access to the Poly support team.

ADDITIONAL SUPPORT MODULES

• Device support and visibility for your Poly devices.
• A designated Customer Success Manager: a non-technical advocate within Poly, responsible for ensuring all arrangements that matter experts who are dedicated to making sure Poly service program activities are optimized. A designated Technical Account Manager responsible for ensuring all Poly service program delivery activities are optimized.

The BOTTOM LINE

- A non-technical advocate within Poly, responsible for ensuring all arrangements that matter experts who are dedicated to making sure Poly service program activities are optimized.
- A dedicated, high-touch Success Manager and Technical Account Manager responsible for ensuring all Poly service program delivery activities are optimized.

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