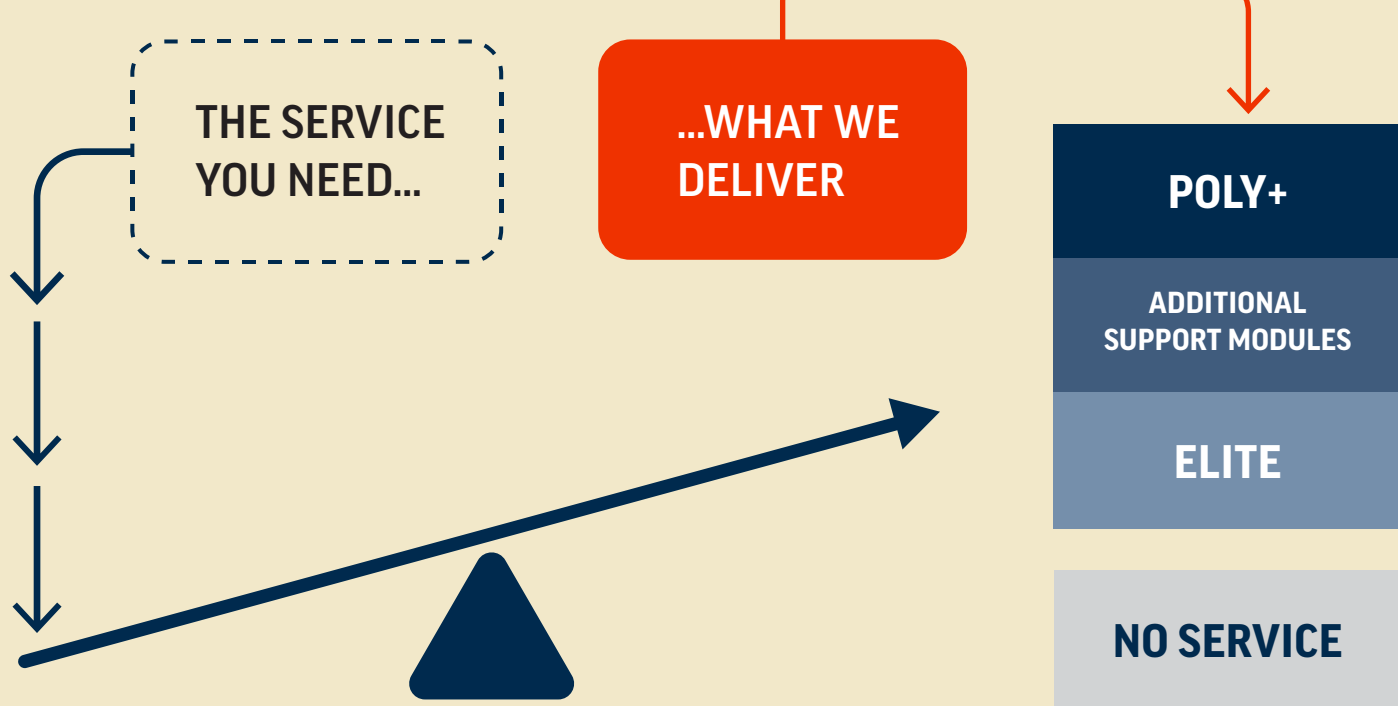


WHICH POLY SUPPORT SERVICE IS RIGHT FOR YOU?

POLY AND OUR PARTNERS OFFER A RANGE OF COMPLEMENTARY SERVICES – **POLY+, ADDITIONAL SUPPORT MODULES AND ELITE**. WHICH ONE IS RIGHT FOR YOU?



WHICH SUPPORT IS RIGHT FOR YOU?

NO SERVICE

DON'T EVEN THINK ABOUT IT

- 1** A single time and materials callout could cost more than an annual contract, meaning our support services deliver quality, reliability, stability, and value for money.
- 2** Unlike some suppliers, you can mix and match our flexible support options to your collaboration applications.
- 3** Get Poly+ or Elite service, and purchase additional support modules as required directly from Poly or through our partners – whichever you prefer.

WHICH SUPPORT IS RIGHT FOR YOU?

POLY+

POLY+ INCLUDES

YOUR SUPERHERO CAPE – COMPREHENSIVE DEVICE SUPPORT AND VISIBILITY FOR YOUR HYBRID WORKFORCE.

- + Unlimited, global 24x7 priority technical support:** Help how and when you need it, using your preferred communication channel – phone, chat, web, live video.
- + Advance hardware replacement*:** Replace your device with pre-paid next-business-day shipping, ensuring business continuity.
- + Ecosystem cloud partner support:** Improved response times in Poly-enabled ecosystem cloud solutions.
- + Exclusive Professional Services discounts:** Save your business time and money with special discounts.
- + Upgraded access to premium software:** Empower IT staff with powerful capabilities such as integrations to 3rd party tools that transform service from reactive to proactive – enabling faster response time for a superior user experience and greater adoption across the entire enterprise.

WHICH SUPPORT IS RIGHT FOR YOU?

ADDITIONAL SUPPORT MODULES

AS A GLOBAL ORGANIZATION WITH VIDEO COLLABORATION NEEDS, YOU'LL APPRECIATE THE SCOPE AND FLEXIBILITY OF SUPPLEMENTING POLY+ WITH OPTIONAL SUPPORT MODULES.



Direct live access to proactive business and technical support – from Poly Business Critical Support subject matter experts who know and understand your collaboration environment.



A non-technical Business Relationship Manager responsible for ensuring all aspects of your Poly service are delivered to your satisfaction – optimizing ROI.



A primary technical point of contact, the Remote Technical Support Engineer ensures a high level of support and response times for customers seeking a closer technical relationship with Poly.



A dedicated, high-touch Technical Account Manager with personal responsibility for your environment, and acting as your voice and advocate within Poly.

WHICH SUPPORT IS RIGHT FOR YOU?

ELITE



IF YOU HAVE LARGE, COMPLEX, MULTINATIONAL, OR MISSION CRITICAL SERVICE REQUIREMENTS, ELITE PROVIDES GLOBAL SUPPORT FOR YOUR ENTIRE POLY COLLABORATION ENVIRONMENT ACROSS MULTIPLE LOCATIONS.

- Proactive, personalized, and consultative service with direct access to an assigned Elite Business Relationship Manager and contact for Poly-enabled strategic, cloud partner endpoint environments.
- Elite team of experts to optimize solution performance and minimize demand on your internal IT resources.
- Proactive, solution-focused support service, which minimizes customer risk and impact through upgrades and asset management.

WHICH SUPPORT IS RIGHT FOR YOU?

THE BOTTOM LINE

IF you want to rest easy knowing Poly has your back, have 24x7 priority access to support, benefit from pre-paid advance hardware replacement*, gain upgraded access to premium software and receive exclusive professional services discounts, you'll be empowered to unlock the potential of the possible with Poly+.

AND if you want a higher level of response and resolution to service requests, and/or a closer business or technical relationship with Poly, add one or more additional support modules.

ALSO think about multi-year and/or co-term arrangements that help you reduce costs and increase ROI. If you need to change or amend your Poly service, they're future-proofed so you won't lose out. And if you have a really complex environment, think about Elite.



POLY+



ADDITIONAL SUPPORT MODULES



ELITE

LEARN MORE

WWW.POLY.COM/SERVICES

*poly.com/support/service-policies/advance-parts-replacement
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