



GET THE TECHNICAL SUPPORT YOU NEED

BENEFITS

- Attain a closer technical relationship with Poly
- Receive fast response time and escalation support for service requests
- Make the most of best practices recommendations
- Reduce the risk and impact of changes throughout the Poly solution lifecycle
- Augment internal IT resources with industry-leading Unified Communications and Collaboration (UC&C) solutions expertise

REMOTE TECHNICAL SUPPORT ENGINEER

The Remote Technical Support Engineer (RTSE) helps you maintain your Poly solution as well as achieve your desired response and reliability goals when technical assistance is required. As your primary technical point of contact, the RTSE has immediate access to the Poly Knowledge Base and is backed by 24x7 remote expertise, including Tier 3 technical support, research and development, lab systems and management escalation support—ensuring a high level of support and response times. The RTSE role does not replace Poly Program Managers, Project Managers or any similar roles that may be assigned to your organization for the implementation, installation, maintenance or management of your Poly solution.

THE SERVICE OF RTSE PROVIDES:

- Direct access to an experienced Poly Technical Support Engineer during normal business hours
- Faster response time and escalation support for Service Requests
- Recommended best practices

RTSE is available to customers that maintain active Premier, Advantage, or Elite support, or have Poly Management Services on their Poly solution.

CONTACT YOUR AUTHORIZED POLY PARTNER FOR MORE DETAILS.