

DATA SHEET

Polycom Resident Technical Service

Onsite access to the entire Polycom support infrastructure

Your mission critical unified communications (UC) or complex video environments have unique support needs. The constant introduction of new product solutions and business applications requires your IT department to maintain expertise in multiple technologies—which can be difficult to manage.

Polycom Resident Technical Service can solve these challenges. Polycom can supplement your existing staff with continuous, onsite technical and networking expertise. This service provides a dedicated, onsite technician who understands your company’s specific video and voice conferencing needs, and who works closely with your internal team to provide operational and planning assistance by optimizing the resources that support your core business strategies. Our methodology encourages the adoption and use of the Polycom solution to quickly achieve your business objectives.

Rely on every day support

More than just a staff augmentation, Polycom Resident Technicians provide unparalleled support with specialized skills to fulfill your specific requirements.

You choose the level of expertise and services you want your Resident Technician to provide your organization. Your Resident Technician provides targeted deliverables that span a wide variety of tasks, such as managing day-to-day administration, maintenance, monitoring and basic troubleshooting of Polycom solutions so your staff can focus on core competencies and key initiatives. Resident Technicians apply Polycom best practices, extensive expertise and ongoing technical training to improve your operational efficiency.

Get extra help when you need it

With your Resident Technician as part of your team, you’ll be able to maintain a stable, productive conferencing environment. And, when you need extra hands and expertise, your Resident Technician is there to provide additional coverage for installations, large scale deployments and assist with operations during critical, strategic projects.

Service overview

Polycom dedicates an experienced onsite technical resource to your team, and you enjoy the high-quality service delivered by Polycom Global Services. Polycom Resident Technicians are experts in conferencing operations, collaborative technologies, networks, configuration of Polycom equipment and integration with



Benefits

- Enhance your in-house technical resources with onsite Polycom trained technical resources
- Open a conduit to Polycom’s entire support infrastructure including technical and management escalation procedures
- Access Polycom’s robust Knowledge Base and remote expertise through your onsite resource
- Drive faster response times and resolution for service issues
- Develop a more stable, reliable and productive environment for your users
- Encourage collaboration adoption and higher utilization of the Polycom solution

third-party technology. This expertise comes from continual Polycom training on the latest solutions, as well as direct access to the Polycom Global Services organization and knowledge database to resolve any issues.

With a physical presence at your business, your Resident Technician develops the understanding of how to best configure, support and manage the environment to meet your business needs. The Resident Technician acts as the hub of your solution support and coordinates with all parties involved in your communication strategy, including your internal IT and network department, Polycom technical escalation resources, Polycom Elite Services and Polycom Managed Services, if applicable.

Polycom Resident Technical Service helps maximize your collaboration investments by ensuring a stable environment, high level of response when needed and increased user adoption of your Polycom solution.

Polycom Services

Our collaboration and technology experts work with you to create communication environments that help enable success without compromise. These solutions bring you closer to your customers, forge trust with your partners and help enable your teams to collaborate at a higher level.

Polycom Resident Technical Service allows more of your internal resources to focus on your core business and strategic initiatives, rather than managing the day-to-day functionality of your Polycom RealPresence solution.

For more information

If you need to supplement your existing staff with continuous, onsite technical and networking expertise, contact Polycom today to discuss how our Polycom Resident Technical Service can support you.

Resident Technical Service features

There are three levels of support available within the Resident Technical Service. The level you choose depends on how you need to augment your in-house resources. All options are available for a period of three months, six months or one year.

Activity	Resident Technician, Tier 1	Resident Technician, Tier 2	Resident Technician, Tier 3
Schedule and manage conferences	•	•	•
Conference room setup	•	•	•
Video Help Desk end user support	•	•	•
Incident management—create service tickets	•	•	•
Move/Add/Change/Delete (MACD) support for endpoints	•	•	•
Endpoint installation and maintenance	•	•	•
Move/Add/Change/Delete (MACD) support for infrastructure		•	•
Polycom endpoint and infrastructure installation (when not part of Professional Services project)		•	•
Polycom endpoint and infrastructure repair and maintenance		•	•
On call support 24x7x4 hour (requires 3 technicians)		•	•
Resource scheduling		•	•
Support and maintenance for Polycom® RealPresence® Immersive systems		•	•

Activity	Resident Technician, Tier 1	Resident Technician, Tier 2	Resident Technician, Tier 3
Primary point of contact for service escalations		•	•
Escalation for service tickets		•	•
Author documents and reports		•	•
Polycom® RealPresence® Platform Solution Design			•
Deployment and support for Partner solutions			•
Consultation—Quality of Service (QoS), capacity planning, and more			•