

DATA SHEET

Why reactivate your Polycom® support?

As a valued Polycom customer, we want to help ensure you get the most from your Polycom solution. If you have Polycom products onsite that are not covered by a current support contract, there are solid and beneficial reasons to invest in a Polycom support contract, and we encourage you to consider renewing your previous support agreement. A Polycom support contract:

- Ensures you have access to technical resources that are 'best in the business' to help support your Polycom assets and deliver the fastest path to resolution.
- Reduces your organization's need to employ subject matter experts and specialists to support your collaboration solution.
- Provides advance parts replacement for any failed hardware covered under a Polycom Premier/Partner Premier or higher level support agreement, from an updated and tested spare parts inventory that also has the latest software release updates.
- Ensures your video, voice, or cloud solution delivers maximum uptime and system/service availability so you can focus on your core business objectives.
- Saves costs as a single time and materials incident could mean your organization would have to spend more money than an annual support contract, as well as unnecessary and prolonged system downtime that can negatively impact your business and your bottom line.
- Delivers consistent quality and value for your money, and ensures maximum uptime and the fastest path to resolution in the event there is an issue.
- Unlike most OEM manufacturers and resellers, Polycom allows you the flexibility to mix and match support options to meet the needs of your organization and business requirements. For example, if you want onsite support for your infrastructure and remote support for your endpoints, or four-hour onsite support on some systems to meet your business needs, these are all available options.
- Offers considerable enhancements over Polycom's standard 90-day hardware and software warranties, and 30-day replacement parts delivery.

Keep your assets protected by purchasing a Polycom reactivation service for each expired asset, along with a one- or three-year Polycom support services maintenance contract. This will ensure Polycom will provide the mandatory lapsed coverage on all expired assets within your organization, and enable you to leverage the benefits outlined below.



Benefits

- Fixed cost
- High priority
- Low downtime
- Planned budget
- Convenience
- Future proofing software upgrades
- Replacement part(s) included

Issues with ad hoc Pay Per Incident support

- Variable costs
- Low priority
- High downtime
- Uncertain budget
- Delays
- Cost of software upgrades
- Cost of replacement part(s) and accompanying current software release(s)

Increased satisfaction

Our experience shows that customers covered by a Polycom support contract are more satisfied, as they receive a better level of service, which:

- Reduces the impact of any downtime.
- Ensures the fastest path to resolution to comply and conform to expected service level requirements in place with most organizations.
- Facilitates access to the highest level of support services, including high level engineers and subject matter experts, providing peace of mind knowing you have the resources and services available to you when needed.

Future proofing

As we continue to develop and enhance our solutions, it is even more important that your systems are protected by a valid support contract giving you peace of mind, the knowledge that you can access expert technical help when required, and protect your investment by ensuring you can upgrade to the latest features, enhancements and software updates developed by Polycom as they are released - with significant cost savings compared to purchasing major releases and upgrades outside of a support agreement.

Service reactivation

To be eligible for all software releases, you must have continuous service contracts in place. You will either need to backdate your coverage to the last contract expiration date, or for video products, may purchase a reactivation fee to ensure continuous cover. A service reactivation fee is available for all video endpoints and by purchasing this you can also purchase a support contract for which the full coverage term will begin immediately, i.e. at the date of purchase.

Within the first 60 days of contract expiry, for products with reactivation fees, we can either backdate the contract for continuous coverage or utilize the reactivation fee depending which benefits you best.

Low cost and low risk

Polycom created reactivation fees to benefit customers by allowing them to place an asset back under support without having to purchase a pre-contract inspection. This ensures that customers don't incur costly backdating fees on assets that have been out of support for long periods of time. This can be a very inexpensive option, in large part because Polycom accepts the risk of putting expired assets back under active support with no pre-contract inspection.

Find out more

A reactivation service can only be purchased with a new service contract and on working systems. Please contact your Polycom channel partner or Account Manager to discuss this in more detail and ensure that you have a valid support contract on your systems.