POLY CLARITI

What is Poly Clariti?

Poly Clariti is the next generation of our private video conferencing platform. Formerly known as RealPresence Clariti, the refresh, rebrand and reintroduction of our platform brings new capabilities to our customers. The all-inclusive software of Poly Clariti is everything an organization would need to deploy and manage video conferencing systems, so customers can meet and have more engaging collaboration, whether joining from a conference room or a home office.

What are the key benefits Poly Clariti delivers over RealPresence Clariti?

Poly Clariti delivers value to privacy-conscious organizations that require full access and control of their end-to-end video conferencing platform.

New Features and Benefits:

- NEW! Soft-MCU with amazing scale starting with 1K concurrent calls.
- NEW! Web-based app for easy access and modern call control capabilities.
- NEW! Deployment Wizard simplifying setup and configuration of the platform.
- NEW! Scheduling Extension making meetings easy to enter with a click.
- Private, all-inclusive video conferencing software deployed on-premises, or in a private cloud.
- Resilient and redundant systems that ensure business continuity.

What key customer challenges does Poly Clariti address?

Poly Clariti meets the needs for:

- Affordably connecting people over video in a private deployment with optional external connectivity.
- Complete control over the entire deployment whether on-premises or in a private cloud.
- A simple web-based app with rich collaborative features.
- Management of add on licensing and occasional spikes in demand.
- High scale and true two-way video collaboration for thousands.

Who can benefit from Poly Clariti and why?	Poly Clariti is the ideal solution for customers who require full control of their deployment, must have access to the devices managed, and/or must maintain compliance with strict security policies. Examples include organizations in Healthcare, Education, Financial Services, and State and Local Government.

- **Meets Customers' Requirements:** Industry trends prove that private cloud infrastructure is still required in many organizations. Poly is meeting our customers where they are today and preparing them for the future of work.
- **Simple to Refresh:** Our customer install base has a solid foundation that allows us to build on our success.
- **Ease of Use:** Customer demand continues to grow due to video acceptance, accessibility, and ease-of-use. Poly Clariti makes it easy for organization to deploy, manage and meet.
- **Lower Cost, Improved TCO and ROI:** Our technology advances are lowering cost and complexity, improving TCO and ROI.
- **Services for Success:** Managed Services and Professional Services continue to be vital to our customers' success.

Who are the primary user personas?	Most employees can benefit from having easy-to-use video conferencing solutions that can connect from conference rooms, remote locations, or the home office. Here are a few personas that will benefit from Poly Clariti:

- **Office Collaborator:** They are quick to adopt new technology to work efficiently and productively.
- **Remote Collaborator:** This persona depends on their collaborative tools to stay connected to colleagues and clients.
- **Office Communicator:** They will appreciate the ability to schedule a video call within the workflow of Microsoft Outlook. This persona is the least tolerant to technology, so it must be easy to use.

Why are we rebranding and refreshing RealPresence Clariti?	RealPresence Clariti has been around for many years and has enjoyed market success in the enterprise, government agencies, financial services, consulting, higher education, and healthcare. Over the years technology has advanced, use cases have changed, and our mature product solution has merged and diverged. Poly Clariti brings great new technologies to our customers while allowing them to make the most of their investment. Our advances call for a refresh and realignment of the components, introducing new components, while simplifying the positioning, bringing "Clariti" under the Poly brand.

What are the Poly Clariti Component names and how do they match against RealPresence Clariti?

OLD	NEW
RealPresence DMA Core	Poly Clariti Core
RealPresence DMA Edge	Poly Clariti Edge
RealPresence Resource Manager	Poly Clariti Manager
RealPresence Desktop	*Poly Clariti App (for Windows/Mac)
RealPresence Mobile	*Poly Clariti App (for Mobile)
RealPresence WebSuite	N/A
Polycom RMX/RPCS	N/A
N/A	Poly Clariti App (Browser-based)
N/A	Poly Clariti Workflow Lite
N/A	Poly Clariti Relay

*Poly Clariti App for PC and Mobile will come later

LICENSING

What options are there for purchasing Poly Clariti?

Poly Clariti can be purchased with (a) on-premises perpetual software licenses, or (b) on-premises subscription software licenses deployed on-premises, or (c) subscription software licenses deployed in a Private Cloud (hosted and managed by Poly).

Customers choosing on-premises offers will also have the option to purchase additional Poly-branded hardware or use their own hardware (via virtualization). In addition, these customers may elect to purchase Poly's Remote Management and Monitoring service to outsource the day-to-day operations to Poly's Managed Services team.

What types of software licenses are needed?

Licensing is based on a concurrent user model, as such customers purchase the number of licenses that reflect the highest concurrent usage expected. Each user has access to all the features and functionality that Poly Clariti collaboration infrastructure software provides.

The choice of license type depends on the customers budget and business model. Do they want to make an upfront payment and own the software license, or do they want to spread the cost over time and consume as needed?

What is included in a subscription/ term license?

- Access to a software license for Poly Clariti for the period of the subscription, including software updates and upgrades. The license must be renewed to continue using the software.
- Support is included with term licenses.
- Remote Monitoring and Management is available as a supporting subscription offer for perpetual license deployments.
- The Private Cloud deployment option is available - in one- and three-year terms - and includes all software, licensing and infrastructure required to run Poly Clariti in a stable, secure and private deployment.

When would a customer prefer a perpetual software license?	A perpetual license means that the customer purchases the license outright and for those customers seeking CapEx model perpetual licenses are more attractive than subscription - they would own the software. The one-time fee would be higher than an equivalent annual subscription cost but may be less expensive overtime and the customer would need to purchase and renew a support contract on a recurring basis to access ongoing feature enhancements via Software upgrades.
What is included in a perpetual license?	• A software license for Poly Clariti. This is a one-time license purchase. • Support is a separate charge. At least one year of support is required with all perpetual software licenses. • Three years of support are bundled in China; no additional support is required. • Software updates and upgrades are included with support. If support is not renewed, future software upgrades will not be available after expiration. (Note: PGS Professional Services-led software upgrades will remain payable services.) Remote Monitoring and Management is available as an additional subscription offer for perpetual license deployments
What is the minimum number of licenses that may be ordered?	• For the on-premises offer, the minimum number of concurrent licenses that may be ordered is five. • For the Private Cloud and Remote Management and Monitoring options, the minimum number of concurrent licenses that may be purchased is 50 from the published price list. Smaller sizes can be accommodated via custom quote.

DEPLOYMENT OPTIONS

Are deployment services required for Poly Clariti?	Yes. Poly deployment services are available and must be delivered by Poly or an authorized Poly partner. Please see the required implementation policy provided by your salesperson.

What is the price for Poly Global Services to deploy the solution?

Several levels of deployment services are available depending on the desired functionality, feature set and the number of sites the customer wishes to implement.

OFFER DESCRIPTION	WHAT THE CUSTOMER WILL GET
Clariti Installation	**Poly will install servers on Customer network & license software.** • No feature configuration, no testing is included in this price. • This allows us to position affordable installs to customers who want to pay hourly or daily rates. • For those Hourly or Daily rates, refer to Consulting Offers 6867-07805-003, -004, -005, -006.
Clariti Basic Implementation	**Poly will install servers and implement internal audio, video, and content-sharing.** • Simple use case: Shared VMRs. Internal communications only. • Single, standalone instance implementation. • PGS will lead acceptance testing of internal audio, video, content-sharing from Poly-branded devices. • Feature set will include internal Meet-on-the-bridge communications. RealAccess Basic. RP WebSuite Basic.
Clariti Advanced Implementation	**Everything in Basic Impl, plus external communications (FW Traversal) and following features.** • DMA SIP Trunk integration for supported third-party audio platforms. • RealAccess Basic. Media Suite Basic. RP WebSuite Pro including WebRTC. CalendarConnect. Concierge. • Single instance implementation, standalone instance. Add'l instances will require purchase of Add-On Instance.
Clariti Add-On Instance	**Installation & testing of an additional RPP instance to create DMA SuperNode or Super-Cluster.** • Can be purchased to add a secondary instance to a previously commissioned RP Platform. • Provides secondary RPAD, ContentConnect server, RPRM, Media Suite. • A single SKU required for each additional HA instance. • Need 3 instances? Order (1) Adv IMPL + (2) x Add-On Instance Implementation

What are the additional services available from Poly?

• RealConnect integration

• Third Party external audio platform integration

• API-based Business Apps integration

• RealAccess Analytics (full platform)

• Room system installs

• Value-added services

• Consulting

• Solution Design

• Network Assessment

• Adoption

• Implementation Services

• Remote Monitoring and Management

How is Poly Clariti purchased? Are there any changes to the SKUs?

Poly Clariti will use existing SKU's shown in the most recent price lists. At this time, we are not making changes to the existing offerings. This will help our existing customers upgrade from RealPresence Clariti to Poly Clariti adding the new soft-MCU, and Poly Clariti App. We may add or revise SKU's going forward.

Is support and implementation required for net new Poly Clariti sales?	We are not changing the policy currently in place. Purchase of Poly Clariti requires a mandatory support agreement and that either a certified partner or Poly provide the implementation. All implementation parts are currently in the price list.

POLY MANAGED SERVICES

What are Poly Managed Services?	Poly offers **Remote Monitoring and Management** services for Poly Clariti deployed on customer premises. In this offer, Poly takes over the day-to-day operations, support, management, and optimization of a customer's Unified Collaboration (UC) infrastructure, so they can utilize their IT assets to focus on their own core business. Poly also offers a **Private Cloud** deployment option, in which Poly Clariti is deployed in a dedicated, secure, private and customizable environment, hosted and managed by Poly.
What's included in a Private Cloud deployment?	The standard priced Private Cloud model supports all functionality that is available within Poly Clariti, customized to meet each customer's needs. Included in this model is a Solution Design phase in which Poly experts review use-cases and options with the customer to configure the service to best support each customer's needs. Every standard feature and function of Poly Clariti is available to the customer with no extra charge. The standard Private Cloud model includes a single, dedicated, private and secure deployment in one US-based data center. Customers are responsible for provisioning network resources to the data center in which the service is hosted. Variations to the standard model are easily accommodated via custom quote and can support any number of additional features, such as multiple geographies, built-in redundancy, and failover, recording and streaming, audio lines, end-user and administrator portals for video- as-a-service type functionality – and any features or functions that are supportable within a Poly infrastructure.
What are the prerequisites for Managed Services with Poly Clariti?	Poly Remote Monitoring and Managed Services are only available 24x7 and require that Advantage or Poly+ level support services be in place. Poly+ will be available for Poly Clariti in the future.
Why do Managed Service options start only at 50 users level?	Managed Services are targeted towards the medium and larger enterprises that utilize UC collaboration as a core part of their day-to-day operations. These services off-load all of the responsibility of ensuring the application's performance, availability and optimization. These services generally are more affordable on a per-user basis at larger scale. Poly can support smaller-sized Managed Services requests on a custom quote basis.

Is support required for Poly Clariti?	Yes, support is required for Poly Clariti. Term – Support is included for period of subscription. Once subscription ends, support coverage will end, and the software will stop working. One- or three-year options are available. Perpetual – Support not bundled, will need to be purchased separately. Support coverage will need to be renewed to continue entitlement for support upgrades. One- and three-year options. Private Cloud (Hosted) – support included. One- or three-year options.
Does my customer have to cover all licenses and applicable Poly hardware on support?	Yes, customers must cover the entire platform and all Poly hardware it resides on under same level of support.
Can my customer upgrade even though they have let their support contract lapse?	Poly requires continuous coverage on Poly Clariti. If a customer with Perpetual licenses has let their support lapse, they must bring the system under full coverage to be eligible for upgrade of the Poly Clariti software. For subscription/term licenses they would need to purchase a new subscription and then would be eligible for upgrade. Backdating on hardware components may be required.
Is implementation required for Poly Clariti?	Yes, for new Poly Clariti implementations it is required that either Poly or a Certified Partner perform the implementation. There is updated collateral on available implementation services and what to position to meet customer needs. For upgrades on existing Poly Clariti customers the customer, partner or Poly can perform the upgrade. Our Poly Clariti upgrade services are on the price list and most were recently reduced to support the new version of Poly Clariti.
What end points/software should I position with Poly Clariti?	Poly Clariti supports our newest video devices running PolyOS (Poly Studio Series, G7500) running in SIP AVC. We also support the existing devices such as Group Series, Trio, RealPresence Desktop Manager (RPD) / RealPresence Resource Manager (RPM) /WebSuite. The newest Poly Clariti App is supported and runs our newest EVO call signaling.
What endpoints and software apps are supported with Poly Clariti?	Poly Clariti supports our traditional voice and video endpoints, RPD, and RPM as it does today with RealPresence Clariti. We also support the newest Poly OS devices running in SVC mode. We're adding a new soft-client, Poly Clariti App (Chrome browser) that will replace WebSuite.
What legacy infrastructure is supported with Poly Clariti?	Legacy software will be upgraded to Poly Clariti components. The RealPresence Collaboration Server (RMX/RPCS) will continue to facilitate backwards compatibility for standards-based end points running AVC and provide interop through RealConnect for Microsoft Teams.

Is Poly Clariti a VaaS?	No. The difference between a VaaS and Poly Clariti is substantial. Poly Clariti does not host a cloud instance where multiple parties are assigned a tenant on that instance. VaaS solutions have multi-tenant features and while secure are not "walled-off" like Poly Clariti. In most cases, the customer will have an on-premises deployment and in some cases, they will deploy in a private AWS or Azure cloud.
What are the new features of Poly Clariti App? Does it replace RealPresence Web Suite?	Poly Clariti App is a browser-based video client that works with Poly EVO signaling. It provides easy-to-use online meeting, content-sharing, group chat, and meeting management features. NOTE: Poly Clariti App only supports Google Chrome in Phase One.

Under "What are the new features" answer:

- Sign in using SSO or as a guest
- Join VMR calls. Before you join the meeting, you can:
  - Mute your video or audio
  - Configure your video and audio devices
  - Preview your video before joining a meeting
  - Configure your display name or avatar
- Control the meeting (participants):
  - Mute or unmute your video or audio
  - Chat with other participants
  - View participants list (roster)
  - Raise hand
  - Share content
  - Create, launch, or join a poll during a meeting
- Control the meeting (chairperson):
  - Mute or unmute participant video or audio
  - Lock or unlock participant video, audio, or content
  - End the meeting or disconnect participants
  - Promote a participant to be the co-host
- Access meeting roster from a separate browser tab

Besides the in-call roster, you can also access a standalone roster from another browser window. The URL is: https: //<base address>: 8443/roster/app/#/roster

- Download logs
- Rate your call experience

Will there be an installed app like RealPresence Desktop and RealPresence Mobile?	Yes, we are planning to refresh the installed app for PC, MAC, and Mobile in the future.
Does Poly Clariti support desktop phones with video?	Poly Clariti Relay will natively support clients supporting the EVO protocol and SIP endpoints supporting Poly's original MRC protocol. Endpoints leveraging H.323 and those not supporting EVO or Poly's original MRC protocols can be cascaded from an RMX into an SVC call hosted on the Poly Clariti Relay.
I see that Poly Clariti Workflow Lite add-on is included. Can be deployed by IT? Can it be customized?	Yes, Poly Clariti Workflow Lite is included with the update, can be deployed by common IT practices, and even customized for content, audio dial-in, random VMR, mute audio, mute video (on entry), and roster.

Will the end user be able to schedule a call through Microsoft Outlook?	Yes. The Poly Clariti Workflow Lite plug-in will allow anyone enabled to schedule a meeting from the Outlook calendaring tool. Once scheduled, anyone with the link can enter the meeting with a passcode if set up.
What are the supported platforms for Poly Clariti Relay (Soft-MCU)	Today the supported platforms are: Private Cloud (AWS, Azure), VM (VMware, HyperV, KVM). Our intention post-phase One is to deliver an ISO for standard appliance hardware.
Can Poly Clariti Workflow Lite add-on be installed by the Partner or is it mandatory with Poly Global Services (PGS)?	The add-on can be installed by the Partner. No required PGS install as it is part of the Clariti software.
Does Poly Clariti App support web proxy?	Normal web proxies should work as long as the proxy will also proxy the EVO WebSocket. However, there is a media port once the call is established (RTP) and that would also have to be proxied. The Poly Clariti Edge will properly proxy the calls though (web and SRTP traffic)
How many streams can Poly Clariti App receive?	We can receive 16 streams on the Clariti App. This means that a participant can see themselves and up to 15 other participants in the browser window.
Does Poly Clariti include or make recording optional?	The recording solution would be to use the existing Media Suite via RMX. Please note Media Suite purchase and support are through Harman.
Are we removing the Perpetual License?	No, we do not plan on removing perpetual licenses. We recommend customers to move to an OpEx model saving valuable resources.
What's required to upgrade from RealPresence Clariti to Poly Clariti?	Existing customers have the option of continuing with their current solution and support or upgrading to Poly Clariti. Customers must have an active service agreement to be eligible for upgrade. Poly also offers Upgrade Professional Services if needed by the customer.
What are the platforms supported with Poly Clariti Relay?	Private Cloud (AWS, Azure) VM (VMware, HyperV, KVM), shortly after phase One there will ISOs for the standard appliance hardware (or equivalent).

What is the maximum call capacity for Clariti Relay (MCU)?	The target for phase One currently is 1,000 participants in one conference, or the maximum capacity of the MediaRelay, (i.e. smaller vms/appliance like the Dell 220 have a lower overall capacity vs the Dell 640).

Note that it doesn't matter if it is a SIP MRC or EVO endpoint joining the conference on MediaRelay. The capacity of the MR stays the same. Scaling MediaRelay to even higher capacities for a single EVO/SIP MRC conference either via Cascade between MediaRelays OR increasing the size of the MediaRelay is a post Phase One work item.

Current target for each of large size MediaRelay (12 CPU, 16GB memory) is 1,000 for Phase I. If there are AVC or dial in participants, they can be cascaded between RPCS and MediaRelay. |
What are the maximum number of people windows shown in the video layout for Poly Clariti App?	Depending on the browser size, the end user will see up to 16+ self-view with active talker shown in the main window. When sharing content, the video windows will show above the shared content. Endpoints using EVO signaling will see five (4 + self-view) participants in a film strip at the top with the active talker in the main window.
Are there plans to support Poly Clariti in "Bursting Mode"?	Poly Engineering is looking at this possibility now, but we are not making public announcements about availability at this time.
Can an existing RealPresence Clariti customer simply upgrade, add Poly Clariti Edge and get the Poly Clariti App?	RPRM will be required for licensing. RMX will become optional - needed only if you're bringing in AVC standards-based endpoint. This is a great way to try out the new features while not effecting an existing deployment. They will need to deploy a new Poly Clariti Relay (MCU) to host the EVO calls.
Are there any changes to the High Availability configuration for Poly Clariti Core supercluster?	No changes to the current model.
What High Availability is used with Poly Clariti?	Poly Clariti Relay relies on Poly Core for redundancy. In the case of failure, Poly Core allocates resources on another Poly Clariti Relay, the Poly Clariti App and hardware endpoint calls will be dropped, and the user will need to redial into the meeting.