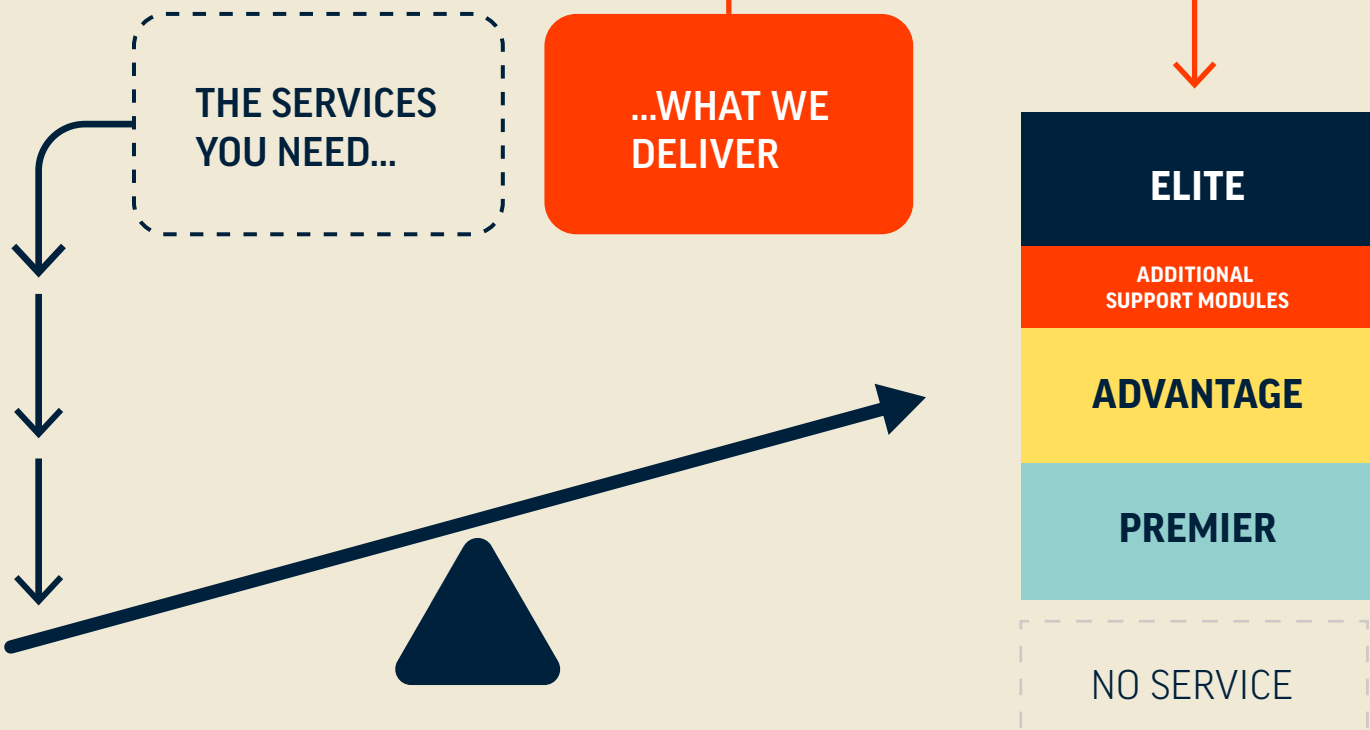


WHICH POLY SUPPORT SERVICE IS RIGHT FOR YOU?

POLY AND OUR PARTNERS OFFER A RANGE OF COMPLEMENTARY SERVICES INCLUDING **PREMIER, ADVANTAGE, 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

- 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.
- Unlike some suppliers, you can mix and match our flexible support options to your collaboration applications.
- Get Premier, Advantage 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?

PREMIER

12 Months
PREMIER INCLUDES

12 MONTHS' PREMIER SUPPORT GETS ADDED TO THE MAJORITY OF SOLUTION ORDERS BECAUSE IT LETS YOU IMMEDIATELY ACCESS THE RESOURCES YOU NEED.

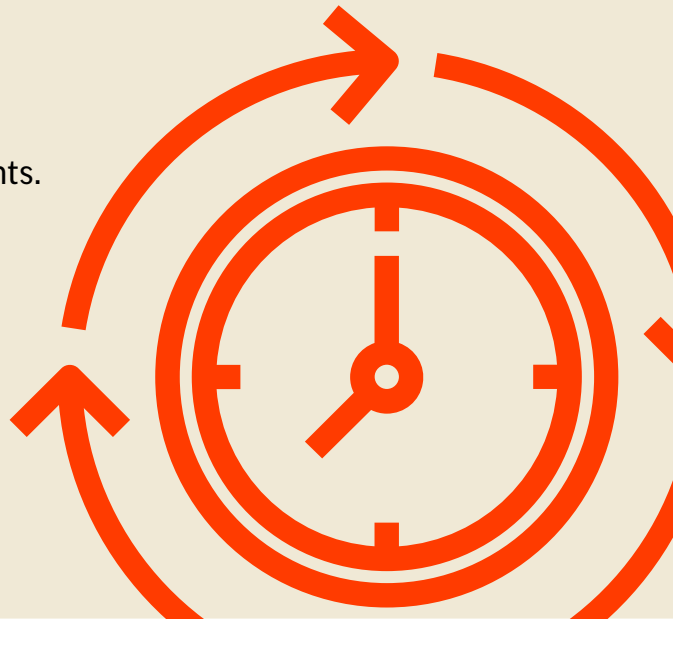
- + Software upgrades and updates including the latest features, functionality, and enhancements as soon as they're released—accelerating your return on investment (ROI).
- + Unlimited telephone technical support during normal business hours—and extensive online support.
- + Next business day delivery of replacement parts—if or when they're needed.
- + Multi-vendor support for Poly strategic cloud partners.
- + Optional next business day onsite support to install your replacement parts.

WHICH SUPPORT IS RIGHT FOR YOU?

ADVANTAGE

WITH SO MUCH INCLUDED IN PREMIER SUPPORT, WHY WOULD YOU WANT TO ADD THE BENEFITS OF ADVANTAGE?

- Priority access to **24x7 support**—vital if your collaboration solution spans borders or continents.
- Primary point of contact for Poly-enabled strategic cloud partner endpoint environments.
- Monthly **utilization** reports—providing utilization statistics of your video solution.
- Bi-annual **benchmarking** reports—compare your key utilization metrics against other corporations using video collaboration.



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 PREMIER OR ADVANTAGE WITH OPTIONAL SUPPORT MODULES.

- Direct live access to proactive business and technical support—from Poly **Business Critical Support (BCS)** subject matter experts who know and understand your collaboration environment.
- A non-technical **Business Relationship Manager (BRM)** 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 (RTSE)** 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 (TAM)** 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 Remote Technical Support Engineer, plus telephone technical support 24x7 and primary point of 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 have in-house technical collaboration experts, you're happy with telephone support during normal business hours and next-day parts delivery, Premier gives you all the support you need.
- BUT** if you have limited in-house technical staff, and/or want priority access to 24x7 telephone technical support, choose Advantage.
- 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.

- PREMIER**
- ADVANTAGE**
- ADDITIONAL SUPPORT MODULES**
- ELITE**

[LEARN MORE](#)

WWW.POLY.COM/SERVICES