

Which support service is right for you?



No support at all

Which support service is right for you?

Don't even think about it.

A single **time and** materials callout could cost more than an annual contract, meaning our support services deliver consistent quality, reliability, stability and value for money.



Unlike some suppliers, you can mix and match our flexible support options to the criticality of your video applications.

You can get **Premier** or **Advantage** support direct from Polycom or through our **partners** – whichever you prefer.



Which support service is right for you?

Premier

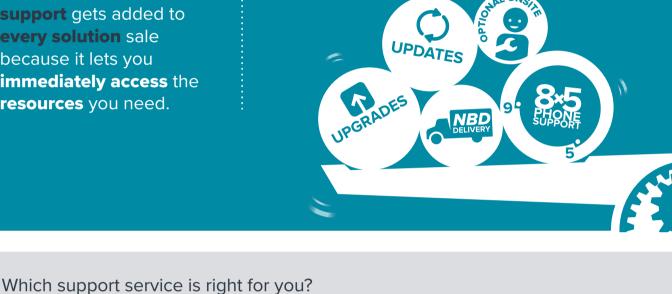


every solution sale because it lets you immediately access the resources you need.

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.

Optional next business day onsite support to install your replacement parts.

Software upgrades and updates including the latest features, functionality and enhancements as soon as they're released – accelerating your return on



With so much included in

Premier support, why would you want to add

the benefits of

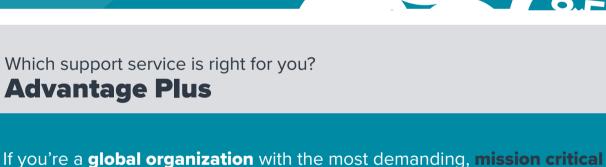
Advantage

Advantage? ADVANTAGE?











video collaboration needs, you'll appreciate the scope and flexibility of supplementing Advantage with Advantage Plus modules.

Advantage Plus

understand your video collaboration environment.

multiple locations.

Elite

Direct live access to

proactive business

– from Polycom

subject matter

and technical support

experts who know and



Always-on remote

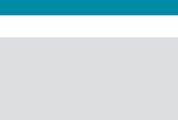


modules being

added.

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A dedicated, high touch







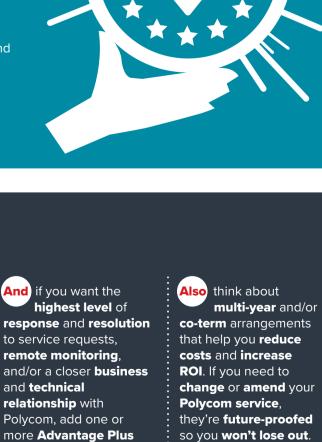
technical support 24x7. Elite team of experts to optimize solution performance and minimize demand on your internal IT resources. Proactive, solution-focused maintenance service, which minimizes customer risk and impact through upgrades and asset management.

Proactive, personalized and consultative service with direct access to an assigned Elite Business Relationship Manager and Remote Technical Support Engineer, plus telephone

Which support service is right for you?

So what's the bottom line If you have **in-house But**) if you have **two or**

UPDATES



technical collaboration more Polycom® **experts**, you're happy RealPresence® with telephone support platforms, limited during **normal business** in-house **technical** hours and next-day **staff**, and/or want priority access to 24x7 parts delivery, Premier

Which support service is right for you?

gives you all the support you need. **⊘** PREMIER



relationship with Polycom, add one or more Advantage Plus modules. ADVANTAGE **PLUS**





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And if you have a **really complex** environment,

www.polycom.com/services

LEARN MORE

#supportservices