

Polycom® Global Services



Connect. Any Way You Want.

Video Voice Data Web



Working Together to Harness the Power of Unified Collaborative Communications



The mission

*The mission of Polycom Global Services is to lead the industry in providing **world-class innovative, high-quality** service and support that creates a **competitive advantage** and **exceptional profitability** for our customers around the world.*

*We are committed to investing in our processes, tools, people and methodologies to provide consistent world-class service to help you get the most from your Polycom technology, maximize your **return on investment** and improve your **satisfaction**.*

Maximize the value of your investment

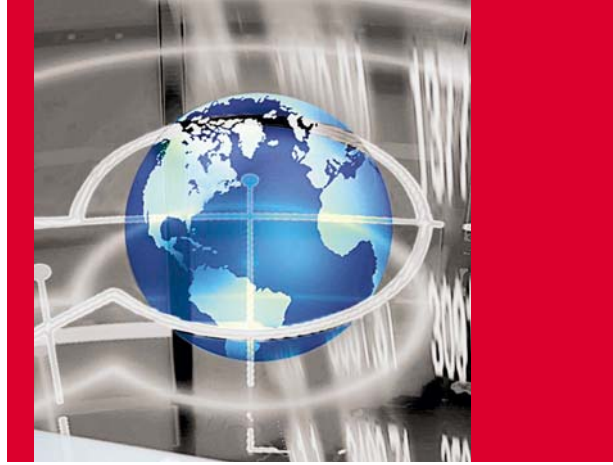
The strength of our services organization is in our ability to provide and manage **global support solutions**. Our support model provides the structure, processes and superior people skills necessary to support customers with the highest levels of service on a consistent basis worldwide.

With our unique **global network of authorized partners**, our local support throughout the world easily separates us from our competitors and makes us the premier choice as the global collaboration service provider.

It takes many years and a lot of experience to be able to combine technical expertise and business knowledge to effectively adapt the technology to the needs of your business and help you gain competitive advantage. Since 1986, we have been helping customers deploy their collaborative communications technology and increase the time spent using it productively. A direct contribution to return on your investment.

Polycom Global Services was formed to help people work together more effectively, increase productivity and communicate seamlessly. With Polycom Global Services, you have a proven way to harness the power and realize the full benefits of unified collaborative communications.

Global support



Innovative solutions to meet all your needs

- Telephone Technical Support
- Advanced Parts Replacement
- Software Updates
- Software Upgrades
- On-site Assistance
- Installation
- Training
- eSupport
- Implementation
- Consulting
- Project Management
- Environment Assessment
- Operational Improvement



Customer focused support: It's all about your satisfaction

Polycom Services are designed to help you communicate more effectively, facilitate teamwork and get the most from your Polycom technology. Our services are designed to meet the evolving collaborative communications requirements and business application needs of individuals, workgroups and entire organizations. Polycom's Global Services delivers **innovative solutions** that cover the planning, design, implementation, support and management spectrum.

Together with our authorized partners, we offer the largest service infrastructure, with the greatest depth and breadth of expertise in this industry. This **global infrastructure** enables us to respond quickly and effectively, 7days a week, 24 hours a day.

Through our portfolio of comprehensive *Support Services* programs and our proactive, *Advanced Services* solutions, you can increase productivity, maximize profits, maintain a competitive advantage and lay the groundwork for continued success. All of this allows you to focus your resources on business objectives, customers, and market opportunities.

Our services are **flexible** to suit your specific requirements and available for every Polycom product deployed in ISDN, IP or mixed network environments, where and when you need them. Each service offering in any category - whether solving your technical issues by phone, providing rapid deployment of your Polycom technology, recommending and implementing operational improvement strategies - is delivered with precision and focused on keeping your **productivity** high and operations **cost-effective**.

Our services are designed to meet the evolving collaborative communications requirements and business application needs of individuals, workgroups and entire organizations.

Utilize the technology to solve business challenges

Today, more than ever, organizations demand full value from their collaborative communications technology investments and are looking to these technologies to help them solve business challenges.

These organizations are searching for answers to questions like:

- How can we best use unified collaborative communications technology?
- How does the technology support our strategic business goals?
- How will our technology investment help us to be more competitive?
- How can we connect everything so that it works with everything else, all the time?

The answers to these questions can be found with Polycom Global Services. Embrace our broad range of service solutions and we can help revolutionize how your company does business with your customers, suppliers, business partners, as well as your employees. But, you can't fully realize the power of this technology just by installing new collaboration systems. You also need a trusted partner who knows the technology best and has experienced, vital resources available globally to provide expert advice and creative solutions that meet your business objectives.

Comprehensive programs

Support services

Polycom *Support Services* programs are built on a solid foundation: highly trained support engineers; major customer support centers in North America, Europe and Asia; worldwide training resources, and a global network of support partners. Every question and answer, every problem and solution, is documented in our comprehensive knowledge base that support engineers use to provide the quickest possible solution. The result is, you keep your resources focused on core responsibilities and your business humming.

Advanced services

The most comprehensive set of consultative service programs in this industry, Polycom *Advanced Services* are designed to help you execute your unified collaborative communications and business strategies seamlessly. Whether you are taking on a complex collaboration network transition project, adopting new collaboration products into your environment, or looking to implement measurable performance and operational improvement initiatives, our support experts use world-class tools and proven methodologies to develop and deploy service solutions, and help manage your collaboration infrastructure.





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