



Polycom Elite Service has been instrumental in eliminating the risk in delivering on our agency's Unified Communications mission. The expert support from dedicated resources that are familiar with our solution has meant our systems are operational 24 x 7. And our regular Program Reviews with our Elite Service Manager give me the high touch, proactive service our federal agency requires. The Polycom Elite Service Team work alongside the Tier III and Tier IV tech support so our remedial issues are resolved quickly. Furthermore Polycom's Elite service engineers are security experts which ensure that our federal agency complies with the government's regulations.

-Terry Peck,
U.S. Federal Government VTC Lead

Polycom® Elite Service

New Benefit for Elite Customers

NST: 2011-04-58202

Polycom Global Services is pleased to introduce a special services discount for our community of Elite customers. Elite customers are eligible to receive a special 10 percent (10%) discount off the MRSP for:

- Polycom® UC Intelligent Core™ Optimization
- Polycom UC Intelligent Core Upgrade
- Polycom Learning Center classroom-based training courses

Polycom Global Services helps customers maintain the highest levels of usage, to ensure their investment in Polycom technology continues to provide them the service they need. By investing in Polycom Professional Services, Elite customers can keep their solutions running optimally, and manage the impact of technology additions and changes.

Polycom UC Intelligent Core Upgrade

The objective of the UC Intelligent Core Upgrade services is to implement the latest Polycom software revision into the UC Intelligent Core solution, while minimizing disruption to the overall video conferencing production environment. By purchasing this service, an Elite customer will have a project-managed upgrade plan that mitigates any risks and identifies any interdependencies. The Project Manager will efficiently and smoothly perform the upgrade plan, minimizing system downtime. This service is ideal for any customer upgrading their MPM+ card to MPMx since it takes into account all the UC Intelligent Core software upgrade requirements. This service covers the upgrade of three UC Intelligent Core products, inclusive of the MPMx card, if required.

Polycom UC Intelligent Core Optimization

The UC Intelligent Core Optimization service is similar to a system health check. This service assesses the configuration of the Polycom solution, taking into account all changes and additions to the solution since initial implementation. The assessment will result in a recommendation of actions to bring the solution to a configuration that supports the customer's business needs and provides optimal system performance while minimizing disruption. Included in this service is the UC Intelligent Core Upgrade service which covers the upgrade of up to three UC Intelligent Core products.

Polycom Learning Center

It is also important for the customer keep their IT staff trained and up-to-date with the latest developments in their UC solution. As technology becomes more integrated, it is important to understand interdependencies between video conferencing and other applications. The Polycom Learning Center provides expert-led training on Polycom products and UC integration in classrooms around the world. The simplest way to purchase training is to choose the Polycom training credit packs, available in increments of 15 or 25 days of training. These packs are valid for one year and can be used by multiple employees for any of the Polycom Learning Center classroom-based courses.

These services are complementary to Elite and provide the customer with additional peace of mind and protection.

Elite Customer Discount Effective Now

Elite customers are approved for these services at a 10 percent (10%) discount—effective now!

Please reference NST number: 2011-04-58202 to make sure your Elite Service customers benefit from this discount. For further information on the UC Professional Services, please visit the PRC (Polycom Partner Resource Center > Service & Support > Professional Services).

Questions?

If you have questions or need additional information, please contact your Polycom representative.

Terms and Conditions:

1. Special 10% discount is available on the following part numbers:

Part Number	Description
6867-08279-001	UC Intelligent Core Upgrade Service, up to 3 infrastructure products.
6867-08279-002	UC Intelligent Core Upgrade Service, up to 3 infrastructure products with Outside Normal Business hours Upgrade Activities.
6867-08279-011	UC Intelligent Core Upgrade Service, for 1 additional infrastructure product. (must be purchased with part code 6867-08279-001)
6867-08279-012	UC Intelligent Core Upgrade Service, for 1 additional infrastructure product with Outside Normal Business hours Upgrade Activities. (must be purchased with part code 6867-08279-002)
6867-08280-001	UC Intelligent Core Optimization Service, up to 3 infrastructure products.
6867-08280-002	UC Intelligent Core Optimization Service, up to 3 infrastructure products, with Outside Normal Business hours Upgrade Activities.
6867-08280-011	UC Intelligent Core Optimization Service, for 1 additional infrastructure product. (must be purchased with part code 6867-08280-001)
6867-08280-012	UC Intelligent Core Optimization Service, for 1 additional infrastructure product, with Outside Normal Business hours Upgrade Activities. (must be purchased with part code 6867-08280-002)
4864-07015-005	Credits for 15 Days of Training at a Polycom Learning Center
4864-07025-005	Credits for 25 Days of Training at a Polycom Learning Center

Please see the service descriptions for specific details on these services.

2. NST 2011-04-58202 must appear on the purchase order submitted to Polycom.
3. This offer may not be combined with any other services promotional offers, other non-standard terms (NSTs) or discounts.
4. This offer is void where prohibited or otherwise restricted by law, channel and/or end user policies.
5. This offer is available globally.
6. This offer is valid beginning June 15, 2011.
7. Polycom reserves the right to modify or cancel this offer/program at any time without notice.

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