



Total Opportunity. Total Coverage.

You want the best in voice and video conferencing equipment for your customers. That's why you sell Polycom products through ScanSource Communications. As a Polycom DSP (Distributor Service Provider), our technicians are certified to provide only the very best when it comes to Polycom support. And this support not only protects your customer's investment, but it helps you make the most of your opportunity.

Total Coverage is precisely what the name implies. Offered exclusively through ScanSource Communications, it includes all maintenance required on Polycom equipment for the term of coverage. It provides overnight replacement to any location in the continental United States – and includes overnight shipping costs.

Selling Total Coverage on all Polycom products helps you generate new revenue opportunities. Each contract includes:

- **FREE software upgrades**
 - Software upgrades are only included with a maintenance contract
 - Polycom typically offers 2+ software upgrades per year - Total Coverage
- **Unlimited technical support**
- **Unlimited user training**
- **24/7 ISDN and IP testing**
- **Cost savings of up to \$6200**
- **Overnight advance replacement with no shipping costs**



Total Coverage Cost Saving Scenarios

Let's walk through an example. A customer purchases a solution that includes a Polycom HDX7002. Let's say they don't purchase a Total Coverage support contract for the Polycom HDX7002 and something goes wrong with the equipment 18 months from the date of purchase. This is the customer experience:

- Technical phone support: \$150
- RMA unit exchange, next business day: \$4,922
- Software upgrade: \$2000
- No additional software upgrades
- No additional phone support

Price without a Total Coverage service contract: \$7,072

Now, if you sold the customer a 1 year Total Coverage service contract, this is the customer experience:

- Unlimited calls to Technical Phone Support
- Unlimited defective unit exchanges
- Two software releases per year with latest features and functionality
- eSupport tools

Total Coverage Service Contract List Price: \$850

Let us show you how to create additional opportunity when you help your customers protect their investment. Call your sales rep today and order Total Coverage!



ScanSource
COMMUNICATIONS
You'll get it, because we get it.