

TOTAL COVERAGE | AT-A-GLANCE



OVERVIEW

You want to give your customers the best in voice and video conferencing equipment, and with ScanSource Communications, you'll get it. As a Polycom Certified Service Partner, our technicians provide you with the best when it comes to Polycom support. Get free software upgrades, 24/7 ISDN and IP testing, unlimited tech support and training, and more. That's why we achieved a 99% satisfaction rate on our service and support in a recent Polycom survey. Protect your customer's investment and your own with Total Coverage.

TOTAL COVERAGE INSTALLATION SERVICES

ScanSource Communications offers a powerful lineup of installation services on Polycom Video Endpoints. With Installation Services, you'll get:

- Unpacking and verification of packing slip
- Installation of all Polycom supplied equipment (except as noted under customer responsibility)
- Connection of equipment to power source and customer provided network jack
- Installation of monitor, camera, speakers, microphones, cart, and video endpoints
- Power up and initialize configuration with IP address
- Access to Polycom website to download licensing codes
- Execution of video testing to meet published specifications
- Project coordination services from start to completion

TOTAL COVERAGE MAINTENANCE CONTRACTS

When you protect your Polycom investment with Total Coverage, you'll get all maintenance required on Polycom equipment for the term of your coverage. Also, you'll get overnight replacement to any location in the continental United States. With your contract, you'll get:

- Unlimited technical support
- Next business day product replacement
- 24/7 IP and ISDN testing facility
- 1-Year and 3-Year coverage options



Protect your investment. Contact us today!

scansourcecommunications.com | 877.847.7000

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

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TOTAL COVERAGE IP VIDEO NETWORK BASELINE SIMULATION

When you protect your Polycom investment with Total Coverage, you'll get all maintenance required on Polycom equipment for the term of your coverage. Also, you'll get overnight replacement to any location in the continental United States.

With your contract, you'll get:

- Conduction of on-time IP Video implementations
- Improved first-time installation success
- A reduction in project overruns
- A reduction in post-production troubleshooting
- Maximized customer satisfaction

With the network readiness report, you'll get:

- Test simulation patterns
- Delay, jitter, and network loss graphs
- Network availability graphs
- Pass, acceptance, or fail test score

Additional engineering services are available for system design, network consultation, planning and remediation.

TOTAL COVERAGE VIDEO SERVICES SOLUTIONS

ScanSource Communications is making video conferencing as easy and effective as face-to-face meetings. With Video Services Solutions, you'll get:

- Web-based reservations
- Pre-configuration and connection prior to conference start
- Proactive testing and monitoring services
- VNOC Help Desk technical support
- Reservations via VNOC Help Desk and e-mail
- Support of ad hoc video conference sessions
- User experience metrics

TOTAL COVERAGE WI-FI VIRTUAL AND ONLINE SURVEYS

Wi-Fi Virtual Design and Onsite Surveys help you identify the various factors that impact the performance, reliability, and success of an 802.11a/b/g/n network deployment. With Wi-Fi Virtual and Online Surveys, you'll get:

- Wi-Fi Virtual Design
- Wi-Fi Onsite Surveys
- Wi-Fi Services

For more information on any of the Total Coverage options, contact a ScanSource Communications sales representative at 877-847-7000 or sales@scansourcecommunications.com.