

▶ Polycom® Global Services Professional Services

Optimizing Performance and Adoption to Help Ensure Your Success

Among the many reasons organizations leverage Polycom is our ability to improve how they communicate, collaborate, and perform. This is our sole focus, realized through an approach that involves supporting our own end-to-end portfolio of video, voice, and collaboration infrastructure solutions, as well as the offerings of our best-in-class strategic partners, including many of the leading UC providers in the world today.

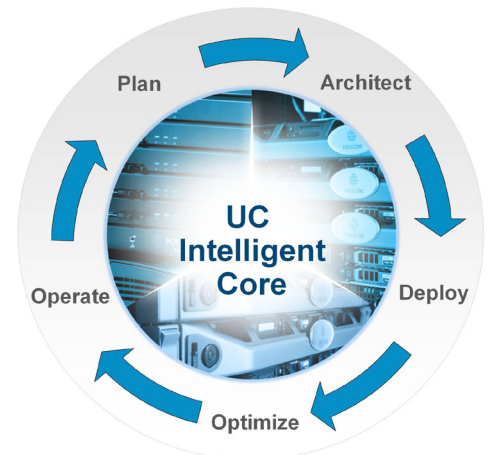
At the core of our ability to create high performing collaboration solutions is Polycom Professional Services. Our collaboration and technology experts partner with you to create communication environments that enable success without compromise. Your resources are focused on your core business initiatives, not supporting integrators, applications, or endpoints.

By addressing your immediate collaboration requirements and long-term objectives, Polycom Professional Services creates a foundation for faster deployments, reduced downtime, and maximized ROI. Our comprehensive portfolio of services supports your entire solution lifecycle, with specific expertise enlisted to:

Plan and Architect:

Our experts plan and design the right solution for your business needs, identifying key issues prior to deployment. Services include:

- Network Consulting to verify bandwidth capabilities and identify opportunities for optimal performance
- Project Management offers expert Project Managers who follow best practice methodologies to coordinate all aspects of the solution deployment, providing a smooth, efficient service saving you valuable time and money
- UC Professional Services provide the expertise to seamlessly integrate Polycom video solutions within select third party environments



Highlights

- World-class services portfolio that is packaged, proven, and integrated to help reduce risk and time to readiness when adopting new technologies
- Faster solution deployment based on standardized processes - providing a better return on your investment
- Improved productivity and reduced risk by implementing the solution properly - right from the start
- Ensures that your communications strategy is properly aligned for future company growth

"My experience with Polycom Professional Services has been over the top. I am a huge fan of Polycom all around; the company's support is world class."

Bill Barry, Senior Director of Operations, DS-IO

What Our Customers Say

Large government agency leverages comprehensive Polycom solution to cut costs and improve overall productivity.

"In researching our options, it appeared Polycom was well ahead of the market, not just in terms of a reliable, standards-based product, but also in pricing, service, and support. Polycom Professional Services definitely saved us time and got us operating sooner."

*Dalton Brooks
Video Engineer*

Colorado Department of Transportation

Pioneering health sciences center leverages telemedicine and distance education programs to deliver healthcare services and education to rural areas.

"Polycom Professional Services has been very helpful in identifying the right resources for our needs, and in pinpointing ways to improve audio quality at all our endpoints. And Polycom's senior support personnel are excellent."

*Warren Dyer
Senior Director*

Texas Tech UHSC Telecom Services

Polycom helps global personal and family care company plan and scale for long term strategic growth.

"Polycom Global Services helped us design and implement a highly reliable, distributed video network that will scale with our business needs and that lays the groundwork for seamless integration with our unified communications platform. We are extremely pleased with the results and view Polycom as a valued business partner."

*Mary Genrich
Director Conferencing Services
Kimberly-Clark*

Deploy

Following the initial discovery and planning phases, we work with you to deploy your solution in a straightforward and seamless fashion. By offering an optional, phased deployment approach, we can help your business adapt to the new solution and assist your users in being operational from day one.

Polycom offers comprehensive Implementation Services to deploy your solution by leveraging the expertise of our delivery personnel to ensure the best solution for your business needs. Polycom Professional Services can support you at any point of your Unified Communications journey, whether you are deploying your first Intelligent Core solution, migrating to a new Intelligent Core solution, upgrading an existing solution to the latest features and enhancements available in the latest software releases, or integrating your video conferencing solution into your UC environment. Polycom has the technical experts to explain, identify and deploy the solutions to help you succeed.

Operate and Optimize:

Our services do not end with deploying your solution. Polycom offers services to help you maximize the use of your systems as well. We can help you to benchmark your usage to help you maximize solution adoption, and after time, as you add, change and expand your environment we can help to optimize the configuration of your UC Intelligent Core to keep it running at its optimal settings while providing the maximum return for your investment.

Transform your communications strategy into a competitive advantage

Polycom Professional Services delivers UC expertise that can transform your organization, from executives to project managers, from partners to customers.

Combining unparalleled strategic partnerships with industry-leading expertise, our dedicated UC professionals can help you plan, integrate, deploy, and evolve UC solutions that reduce total cost of ownership and deliver immediate returns to your bottom line.

Balance open solutions with your unique needs

You want to grow your business but lack the resources or expertise to put in place technologies that can help you compete. Polycom Global Services and our Partners ensure your business remains positioned ahead of the competition by bringing you closer to customers, forging trust with partners, and enabling your teams to collaborate at a higher level.

Why Polycom?

Polycom Global Services has more than 20 years of communications and collaboration technical experience and knowledge. We can help you ensure that your investment in our solutions delivers real business benefits and accelerates your return on investment.

Learn More

For more information on Polycom Professional Services, please contact your authorized Polycom representative or visit www.polycom.com/services/professional_services/index.html

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