

# Polycom® Global Services

## Unified Communications Professional Services for IBM® Solution Integration

### Services to Simplify Your World

With e-mail, voicemail, conference calls, video conferencing, instant messaging, and other collaboration and communications technologies now available to everyone, employees can communicate with anyone at anytime, anywhere. As a result, your unified communications (UC) strategy has become a core component of your company's overall productivity. Proper planning and integration of video into your UC solution directly impacts company success, saving you valuable time and money while helping to realize a faster return on investment.

In response to customer needs to improve communication while reducing costs, Polycom Professional Services and our certified Partners provide expertise to address the intricacies of integrating Polycom video solutions into complex communications environments. For IBM, Polycom Professional Services provides integration with IBM® Lotus® Sametime® software.

As with most successful technology adoption, you should consider the following to support your company's 24/7 communications needs:

- Evaluation of your company's business goals, usage levels, types of technologies, and geographic diversity
- Planning and design to help ensure maximum utilization of your current infrastructure
- Project-managed deployment to help ensure timeliness and optimization of technology implementation and adoption

Polycom and our Partners can help simplify your world by offering a range of services that will maximize usage and reliability while helping you to move more quickly towards return on investment.

#### How Can Unified Communications Professional Services Help My Company?

Consider purchasing UC Professional Services if you:

- Need to assess the readiness of your network infrastructure and usage requirements for your Polycom solution
- Want to implement the solution efficiently and properly so you can expedite your return on investment
- Have a broad range of UC and collaboration technology in geographically-dispersed locations, requiring a consistent implementation process
- Have a limited budget and need specific services to increase adoption or usage of your unified collaboration solution



#### To address your communications needs:

- At the desktop
- In conference rooms
- In the board room
- At remote sites

#### Helps your enterprise to:

- Save time and money by expediting deployment & optimizing performance
- Improve productivity and reduce risk by implementing the solution properly—right from the start
- Ensure that your communications strategy is properly aligned with future company growth
- Streamline communication by ensuring seamless integration with your IBM solution

*"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*

## UC Environment Profiles

Your environment may vary by company size, number of global locations, or your company's use of video—by business units, management, and executives. Polycom and our UC-Certified Partners can assist with you the following UC environments:

- Large and complex deployments, including integration with your primary UC vendor, with a variety of networks, and with your existing IT management applications
- Custom deployments, where your company does not have a single UC vendor, has a variety of network and IT management application vendors and is business process driven, leading to differences between business units
- Legacy system and business process integration, where solutions must be integrated with existing video and Telepresence solutions and where legacy infrastructure introduces different protocols, adding to the complexity of UC integration

## How Can We Help?

To help increase the availability and reliability of your Polycom solution, our core services offerings include Pilot Solution Deployment and Full Solution Deployment.

## Pilot Solution Deployment

The Pilot Solution Deployment Service provides comprehensive testing to ensure seamless integration of your Polycom and IBM solution environment. This service is ideal for customers who are planning large, global integrations and would like the security and reassurance of interoperability with their current investment.

### Deliverables include

- A working integration solution within the customer test environment
- Ongoing technical support throughout the duration of the Pilot deployment
- Revision of solution design and full deployment plans, where applicable

## Full Solution Deployment

The Full Solution Deployment implements a complete unified collaboration solution based upon your specific design specification. Our experts then conduct a thorough knowledge transfer for your internal staff. Resources include the expertise of a Solution Consultant, Project Manager, and Delivery Engineer. The project length is dependent upon the size, scope and complexity of the integration.

### Deliverables include

- A working integration between the customer's third party UC environment and Polycom video conferencing solution
- Verified test plan results
- Comprehensive orientation on operation and management of the integrated solution
- Solution support following customer acceptance of the integration

## 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

Polycom Global Services offers a wide variety of services worldwide, including Support Services, Professional Services, Training, Immersive Telepresence Services, and Wireless Services. For more information, please contact your authorized Polycom representative or visit [www.polycom.com/uc/ps](http://www.polycom.com/uc/ps).

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