

Polycom® Global Services

Polycom AdvancedAccess™ Support



Whether you are a large enterprise or a medium-sized or small organization, Polycom Global Services understands that your communications environments are growing and that they are becoming more interdependent within your IT infrastructure. As your environment grows and you unify your communications, your support needs also change and develop.

Like all organizations, you want to maximize your technology investments and make sure your users receive the best possible experience so they use your video conferencing systems more. You also need to manage your video conferencing investments properly, keeping all asset versions updated with the latest features as they become available to benefit from new technology, such as, the reduced bandwidth usage delivered by our H.264 High Profile technology.

You may not have in-house technical experts for all your communications needs, but when you need external assistance, you can choose Polycom® AdvancedAccess™ Support to help you manage your estate and provide overlay service for Polycom Premier, Premier Onsite or ImmersiveCare Services.

The Right Level of Support to Fit Your Needs

Polycom AdvancedAccess Support is available 24x7 and provides priority routing to the AdvancedAccess Team through our technical call center. During business hours, an Assigned Service Engineer (ASE) will use their familiarity with your Polycom assets and environment to efficiently manage your technical support requests to resolution.

By building AdvancedAccess on the service deliverables of our Premier family of services and ImmersiveCare services, we offer you response-level choices. If you select AdvancedAccess Premier Onsite, you choose to receive onsite assistance, with a Polycom engineer going to your site to resolve a technical problem. If you require advanced parts replacement shipped to your site, you can select AdvancedAccess Premier and receive the replacement parts and remote telephone technical assistance. Both these services give you access to telephone technical support during business hours, software upgrades and updates as released, and 24 x 7 access to our online support portal. And for Immersive Telepresence System support, you would select AdvancedAccess ImmersiveCare.

Polycom AdvancedAccess Support is the first step to accessing our advanced service capabilities. As your communications strategy becomes more mission critical, you will also have the opportunity to transition to Polycom Elite Service, for proactive support service with assigned engineers and managers who work directly with you to make sure your solution meets your business needs and runs at optimal performance. (Obtain a Polycom Elite Services data sheet from your Solution Provider or from www.polycom.com.)

Benefits

Assigned support resource who understands your environment

Access to telephone support when you need it, 24x7

Asset reporting manages visibility of your investments

Priority routing through a designated contact method to the AdvancedAccess Support team

	AdvancedAccess	Premier Onsite	Premier
Assigned Service Engineer	Yes	No	No
Account specific telephone access	Yes	No	No
Asset Reporting	Yes	No	No
Onsite Support	Included in Premier Onsite	Yes	No
Technical telephone support	24x7	Business hours M-F	Business hours M-F
Software Upgrades & Updates	Included in Base level	Yes	Yes
Advanced parts replacement	Included in Base Level	Yes	Yes
Online Support	Included in Base Level	Yes	Yes

Features

Assigned Service Engineer (ASE) – Polycom will designate an Assigned Service Engineer (ASE) to the customer account. The ASE will have detailed knowledge of the customer’s Polycom solution and collaboration environment. The ASE is responsible for managing all technical support requests to resolution. AdvancedAccess Service only.

Account-specific technical support access – Polycom Advanced Access Service includes account-specific phone access that provides priority routing to the Advanced Services team familiar with your deployment so they can address your technical support and maintenance needs. Advanced Access Service only.

Asset reporting – Polycom will maintain an asset list of all Polycom products covered under the Polycom AdvancedAccess Service Program and will provide this list to the Customer on a monthly basis. AdvancedAccess Services only.

On-site support – An optional service where an engineer will go to the customer’s site to resolve technical problems that cannot be resolved remotely. Included with Premier Onsite and AdvancedAccess with Premier Onsite.

24x7 Technical Telephone Support – Provides access to technical support engineers who assist in solving issues by phone, 24x7.

Business hours technical telephone support – Provides unlimited, first come-first served access to technical support engineers who assist in solving issues by phone. Phone support is available during normal business hours in the designated support center’s local time, Monday through Friday, or in accordance with your agreement, excluding national and local holidays observed by Polycom.

Software updates and upgrades – Provides you with both software updates and upgrades. Software updates correct software errors. Software upgrades provide you with major features and functionality releases. You can download these upgrades yourself when ready or set up automatic downloads.

Advance replacement of parts – Provides expedited replacement of all covered, failed hardware parts. If technical phone support determines that there is a hardware part failure or if there is an obvious malfunction, a replacement part will be dispatched on the same day for next business day delivery. Local pick-up time restrictions and customs delays may affect actual delivery time in some regions.

Online support – Provides access to Polycom’s extensive technical KnowledgeBase which includes technical tips, search and query functions, access to software downloads, an RMA resource page, software activation assistance, frequently asked questions (FAQs), and many other features.

Polycom AdvancedAccess Support is sold as an upgrade to either Premier or Premier Onsite and includes their respective services.

All Polycom equipment in your environment must be covered under one AdvancedAccess Support contract. AdvancedAccess Support must be purchased with your chosen Premier Onsite or Premier contract. It is important to note that all equipment covered by AdvancedAccess will be eligible to receive the latest software upgrades as released, enabling you to take advantage of developments as they are released and allowing you to easily manage any upgrade program.

Learn More

Polycom Global Services offers a wide variety of services worldwide, including Professional Services, Training, Telepresence Services, and Wireless Services. For more information, please contact your Polycom service sales representative or visit Services or Support on www.polycom.com.

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