

Polycom® Global Services

Immersive Telepresence Conference & Operations Management



Link your Immersive Telepresence Management Needs to your Business Model

How you choose to manage your Polycom Immersive Telepresence experience can be based on several considerations—from the skills of your user audience to corporate policies and available resources. The right management strategy is critical to providing a seamless meeting experience.

Polycom understands that you want to manage your immersive telepresence suites according to your business model. This may mean relying on in-house IT expertise completely or on looking to Polycom to manage part or all of your immersive telepresence meeting operations. Regardless of your choice, Polycom and our authorized telepresence service partners complement your way of doing business and help ensure that you experience the very best Polycom has to offer.

Manage Your Meetings Independently

Immersive Telepresence meetings require an experienced video operations team to make sure that everyone—from the CEO and CIO to your project teams—has fast and easy meeting access for dependable meeting experiences. If your business model is most successful when using in-house resources to schedule, manage, and support your video operations, this might be the right conference and operations management option for you.

If so, you'll want to be sure you have monitoring and management tools that provide the level of administration required for immersive telepresence meetings. The highest quality and most successful immersive telepresence meeting experiences call for (1) 24x7 proactive meeting monitoring, (2) fault management, (3) solution usage reporting, (4) reservations and scheduling, and (5) conference management.

These five capabilities are key to having the best possible customer experience, and lead to faster adoption and use which will drive a fast return on your investment.

If, on the other hand, managing your meetings independently doesn't fit your business model, Polycom offers Immersive Telepresence Assisted Operations Service (AOS) and the Video Network Operations Center (VNOC). These services can complement your business by outsourcing some—or all—of the elements mentioned above.

Let Your Business Model Determine Your Service Level

Whether you manage your meetings internally or select partial or full conference and operations management service assistance, for the best immersive telepresence meetings, you need the following capabilities:

- 24x7 proactive meeting monitoring
- Fault management
- Solution usage reporting
- Reservations and scheduling
- Conference management

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Partially Assisted Services: AOS

Your business model may require your IT staff to manage and support a wide range of technology. And your IT staff may be knowledgeable in how to handle the technical back-end operations and management of Polycom's Immersive Telepresence suites. However, there may simply not be enough technical resources available or your resources may not have the required technical expertise. In either case, Polycom has a solution to address your needs.

Polycom can augment your existing expertise through our *Immersive Telepresence Assisted Operations Service (AOS)*. This service allows you to focus on your business and is designed to offload the time-consuming back-end challenges your IT department can face by providing:

Proactive remote monitoring 24x7 – Helps make sure your technology is running smoothly and ready for impromptu conferences; includes a daily evaluation of system performance

Fault management – Provides a single-point-of-contact for fast resolution to any challenges that might occur during a call; gives access to a robust Web portal for real-time ticket status and ad hoc ticket reporting

Completely Outsource Services: VNOC

Many of our customers are interested in a turnkey immersive telepresence solution since it enables them to focus on their core business and have the best possible meeting experience very quickly after their purchase. That means the return on their investment is realized more quickly, too.

Perhaps, the executive visibility of Polycom's Immersive Telepresence meetings, the readily available IT staff, the breadth of their technical expertise, or a little of all three, drives your need for a turnkey conference and operations management service.

To address this business need, Polycom and our authorized telepresence service partners developed the *Video Network Operations Center (VNOC)* service. We provide a turnkey solution where you can outsource the following conference and operations details to experts:

Proactive remote monitoring 24x7 – Keeps the technology running smoothly and ready for impromptu conferences; includes a daily evaluation of system performance

Fault management – Provides a single-point-of-contact for fast resolution to any challenges that might occur during a call

Monthly Reporting – Provides a complete listing of immersive

telepresence conference activity for each individual suite, helping you understand your ROI and increase the use and adoption of your solution

Conference management – Lets you focus on the business at hand—while experts make sure everything runs smoothly

Conference scheduling – Calendars in a timely manner and ensures makes certain immersive telepresence and infrastructure resources are available to support the meeting

Conference & Operations Management Options At-A-Glance		
	AOS	VNOC
24X7 Proactive Monitoring	■	■
Fault Management	■	■
Solution Reporting		■
Reservations & Scheduling		■
Conference Management		■

The choice is yours. With Polycom, you have both the options and the flexibility to match your telepresence management needs to your business model.

Why Polycom?

Polycom backs its services with more than 20 years of communications and collaboration technical experience and knowledge, the industry's leading voice technology to today's only truly immersive telepresence solutions. We can help you ensure that your investment in our solutions delivers real business benefits on your schedule.

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/services.

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