Poly+

Rest easy knowing Poly has your back, day or night. Get advance hardware replacement[1] wherever you need it with pre-paid next day shipping for minimal downtime. And benefit from upgraded access to premium software, elevating your collaborative experience couldn't be easier. Unlock the potential of the possible.

Around-the-clock help no matter where you are

Poly solutions are rock solid, but if an incident occurs we're here to help you anytime, day or night.

We'll have you up and running in no time

Poly provides advance hardware replacement[1] for any failed hardware component. If a replacement part is required to resolve a problem it will be shipped with freight charges paid for by Poly for next business day delivery, before you return the faulty one.

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Features

Ecosystem Cloud Partner Support (ECPS)

Ecosystem Cloud Partner Support (ECPS) improves response times in Poly-enabled ecosystem cloud solutions by acting as your primary point of contact. When Poly support receives a request for a Poly product used in an approved Strategic Cloud Partner environment and finds the problem is related to the Cloud Partner environment we will work directly with our Cloud Partner to resolve the problem.[2]

Upgraded IT tools improving user experiences

Upgraded IT tools that ensure devices are current and operational with status notifications, network tools, and audit logging. Transform IT services from reactive to proactive – enabling faster response time for superior user experiences and greater adoption.

Software Upgrades and Updates

Poly makes available system software upgrades and updates at no additional charge. Poly posts all generally available software to the Poly Support Portal or via Poly Lens. Poly Lens and Poly Lens Desktop can be used to deploy the latest device software updates.

Designated Support Portal Access

Your designated Support Portal allows you to register products, search licensing, create and review service tickets, check parts replacements, download product documentation and download Poly endpoint software.

Professional Services Discounts

Customers with a current Poly+ contract are eligible for exclusive Professional Services discounts.[3]

Escalation Management

Poly's support management team coordinates the escalation of problems and rapidly engages the right solution specialists throughout Poly. Poly will execute internal notifications to alert Poly's service management when the customer support cases age past established thresholds.

Incident management

Poly will use commercially reasonable efforts to provide a fix or a workaround if Poly determines that such workaround would be an appropriate response under the circumstances.

Onsite Support Enhancement Option

Upon remote diagnosis of a Poly Product failure by a Poly technical support engineer, an authorized technician will be dispatched to the customer site during business hours to install the replacement part. Poly's technician will coordinate troubleshooting and testing activities with Poly technical support and the customer's designated contact to resolve the problem.[4]

[1] poly.com/support/service-policies/advance-parts-replacement .
[2] If Poly determines that the problem is caused by or related to the Cloud Partner environment, at the customer's request, Poly will attempt to open an incident request with the Cloud Partner, document findings, and provide the Cloud Partner's incident tracking number to customer. Customer is responsible to have an existing support agreement with their Cloud Partner. Poly will be responsible for working directly with the Cloud Partner (when permitted by the Cloud Partner) on resolution or future status updates to the customer. If not possible to open an incident request, Poly will provide customer with findings and refer Customer to Cloud Partner for resolution. If requested, the Poly support team will participate in joint calls with the Cloud Partner to isolate and resolve problems on behalf of their mutual customer using defined escalation processes in place with Cloud Partners.
[3] Contact your local reseller for discounts available.
[4] Onsite Support is available for an additional fee and availability is subject to customer location and Poly product type. Poly onsite support does not include the installation of software upgrades, installation of any Poly product enhancements, or Poly product configuration support. At its sole discretion, Poly may install software updates which are required to restore the covered product to operational condition. Poly will work with the customer to get a technician on site as quickly as possible.

Data sheet

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