



## **Poly+ Enterprise**

It's peace of mind only Poly can deliver. Poly+ Enterprise gives you hassle-free asset management, automatic coverage, customer success management, and premium software for your entire Poly estate. You can even purchase your choice of devices at a fixed support price without the hassle of tracking serial numbers.

### **Your tech support is our priority, all day, everyday**

As a Poly+ Enterprise Service customer, you are provided priority around-the-clock access to Poly Technical Support for Poly and leading ecosystem solutions enabling faster resolution.

### **Say goodbye to tracking serial numbers**

Save IT time and the hassle of tracking serial numbers. A single Master Account ID can be used to track products across your entire Poly estate with automatic coverage as new Poly devices are added.

### **The support advocate you never knew you needed**

Poly will designate a Customer Success Manager (CSM) who will serve as your internal advocate within Poly. Your designated CSM will monitor, analyze and report on the service and support deliverables of your Poly solutions and ensure they are completed to your satisfaction.

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**Data sheet**

# Poly+ Enterprise

## Features

### Advance hardware replacement<sup>1</sup>

If a replacement is required, we will ship it to you with pre-paid next-business-day shipping, ensuring business continuity.

### Full Estate Coverage

Cover all Poly products across your entire enterprise and get automatic coverage as new devices are added.<sup>2</sup>

### Reduced True-Up Process

As serial numbers are not tracked, the base line for the number of devices to be supported is determined by Poly along with the estimated growth in the upcoming year. By estimating growth, Poly will charge a percentage of expected additions in advance, reducing the need for mid-term true-ups.<sup>3</sup>

### Free software upgrades and updates

Poly will make available system software upgrades and updates at no additional charge. Keep your devices up and running with the latest software at no additional charge.<sup>4</sup>

### Upgraded Poly Lens Premium Features

Unlock access to Poly Lens premium features. Gain better visibility into your collaborative device investment ensuring optimal deployment, usage reporting, proactive troubleshooting, and smooth integration into existing IT systems.<sup>5</sup>

### 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, we will work directly with our cloud partner to resolve the problem.<sup>6</sup>

### 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 Poly endpoint software, and much more.

### Professional Services Discounts

As a Poly+ Enterprise customer you are eligible for exclusive Professional Services discounts.

### Escalation and Incident Management

Poly's support management team coordinates the escalation of problems and rapidly engages the right solution specialists throughout Poly. We will use commercially reasonable effort to provide a fix or workaround if that would be appropriate.

### Optional Fee-based Services

Enhance Poly+ Enterprise with additional resources - Customer Success Management (CSM) time, Technical Account Management to proactively maintain your Poly solution, and for Government, Federal and Security conscious customers a field replace unit return and destroy option.<sup>7</sup>

<sup>1</sup> poly.com/support/service-policies/advance-parts-replacement.

<sup>2</sup> All of the Customer's eligible Poly devices within a selected product category must be included under this Service. Selected categories include: Headsets/Personal devices only, Video only, or Voice only. More than one category can be selected on condition at least one product category eligibility threshold is met. Immersive Telepresence (ITP), Poly Medialign, vertical solutions (e.g., Poly Telehealth Station or EduCart) and Infrastructure products require quoting - under the standard offers or custom quote. Products that are end of life/end of service cannot be covered under this agreement.

<sup>3</sup> At commencement of the service, the Customer must identify (in conjunction with Poly) all devices within each particular category. Poly will capture the actual install base and the estimated growth in the upcoming year. By estimating growth of the customer install base, Poly will charge (via its channel partners) for a percentage of expected additions in advance, reducing the need for mid-term true ups. The customer must order Poly+ Enterprise for the total count of devices within each product category and the growth as agreed between the customer and Poly. This device total for each product category plus 5% will be the base line. The Poly Customer Success Manager will run a report each month to check the number of devices at the Customer site per product category compared to the agreed base line. An increase of 5% or more in the device quantity per product category will trigger a mid-term true up for the customer installed base. A mid-term true up is where Poly will reset the base line to incorporate the additional devices purchased by the Customer. Poly will provide a quote to the Customer, via its channel partners, for the value of the true up and reset the base line as the new device total plus 5%. The Customer must generate a Purchase Order addressed to Poly's authorized reseller for the new devices added. The Customer will be charged for the new devices from the first day of the month of the true up to the end of the service term. All devices trued up throughout the year will be included in the new base line and charged for in the annual renewal, and the process will commence again.

<sup>4</sup> Access to major releases, patches, and hotfixes for current Software Updates and Upgrades via Poly Lens.

<sup>5</sup> Customer will have access to Poly Lens Premium features as part of this service offer.

<sup>6</sup> 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 prior 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. When a solution can be restored by implementing a temporary workaround, such a fix will be facilitated and communicated back to the Customer. All software bugs and feature requests will be handled by Poly or Cloud Partner engineering via standard bug fix and software release processes. Poly and its Cloud Partners provide flexible video and voice collaboration through verified and approved multi-vendor integrated solutions. The current list of Poly approved Strategic Cloud Partners is available on the Poly public web site: www.poly.com/us/en/products/services/support/poly-plus. Customer must maintain current service or subscriber agreement with Cloud Partners, operate and maintain applicable software as specified by the Cloud Partner, and if requested, give Poly signed written approval to act on their behalf regarding ECPS services.

<sup>7</sup> Additional eight hour per month blocks of CSM time may be added to the support contract. For Government, Federal and Security conscious customers who cannot return hardware units when faulty, a field replace unit return and destroy (FRURAD) option is available at an additional charge. A separate Service Description for deliverables is available on request.

## Data sheet