

As a Poly Certified Service Partner, Poly+ Enterprise provides hassle-free asset management, automatic coverage, customer success management, and premium software for your customers' entire Poly estate.<sup>1</sup>

### Poly+ Enterprise powered by you

Enhance your support portfolio with Partner Branded Poly+ Enterprise, offering premium support for your customers' full Poly portfolio under your brand. And, as a Poly Services Certified Partner you receive all the benefits of Poly+ Enterprise.

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

As a Poly+ Enterprise Services Certified Partner, benefit from priority around-the-clock access to Poly Technical Support for Poly and leading ecosystem solutions enabling faster resolution.  $^2$ 

### Say goodbye to tracking serial numbers

Save time and the hassle of tracking serial numbers. A single Master Account ID can be used to track products across the entire Poly estate with automatic coverage as new Poly devices are added.<sup>3</sup>

# **Data sheet**



### **Features**

## Advance hardware replacement<sup>4</sup>

If a replacement is required, we will ship it with pre-paid next-business-day shipping, ensuring business continuity.5

#### **Customer Success Manager**

Poly will designate a Customer Success Manager (CSM) to your customer who will serve as your internal advocate within Poly, provide monthly reports and ensure that all service program deliverables are completed to the Partner' satisfaction.

### **Reduced True-Up Process**

Poly and the Partner 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 for a percentage of expected additions in advance, reducing the need for mid-term true ups.6

#### Free software upgrades and updates

Keep covered devices up and running with the latest software available from Poly at no additional charge.7

## **Upgraded Poly Lens Premium Features**

Your customers' can unlock access to Poly Lens premium features. They will gain better visibility into collaboration device investments ensuring optimal deployment, usage reporting, proactive troubleshooting, and smooth integration into existing IT systems.

## **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 finds the problem is related to the Cloud Partner environment we will work directly with our Cloud Partner to resolve the problem.8

#### **Designated Support Portal Access**

The designated Support Portal includes functionality for your customer accounts including product registration, search licensing, create and review service tickets, check parts replacements, download product documentation and download Poly software.

#### **Professional Services Discounts**

Professional Services discounts are available to Partners when purchasing Partner Branded Poly+ Enterprise.

#### **Escalation and Incident Management**

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

## **Optional Fee-based Services**

Enhance Partner Branded Poly+ Enterprise with additional resources. Customer Success Management (CSM) offers time in eight hour per month blocks; Technical Account Management proactively assists your customers when technical assistance is required.9

### Data sheet

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<sup>1</sup> Products that are end of life/end of service cannot be covered under this agreement.
2 Partners can contact Poly to receive 24x7 response for their customer's supported solution. Partners should use their customer's Site ID instead of the product serial number when contacting Technical Support. Product

Products that are end of life/end of service cannot be covered under this agreement.

2 Partners can contact Poly to receive 24/7 response for their customer's supported solution. Partners should use their customer's Site ID instead of the product serial number when contacting Technical Support. Product serial number will only be required when requesting a hardware replacement.

3 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.

3 polycom/support/service-policies/advance-parts-replacement.

4 polycom/support/service-policies/advance-parts-replacement.

5 Por hardware replacement request, Partner will provide the product serial number. Poly+ Enterprise for headsets has an annual RMA threshold of 5%. If the Customers RMA rate exceed 5% in a calendar year for the installed base under contract, Poly reserves the right to invoice the Customer at Poly's then-current list price for the product, as published in Poly's price book.

6 At commencement of the service, the Partner will provide the the service, the Partner will be devices to be supported needs to be confirmed. Poly in conjunction with the Partner will capture the actual install base, Poly will charge (via Partner) for a percentage of the ustomer install base, Poly will charge (via Partner) for a percentage of severed and difficient in the provide and the estimated growth in the upcoming year. By estimating growth of the customer install base, Poly will charge (via Partner Poly Lens, partner needs to provide monthly inven