



Service Delivery Manager

Get post-implementation support to manage, grow, and optimize your Poly investment with virtual Service Delivery Management.¹ An assigned expert supplements your internal resources, analyzes solution usage, and makes improvement recommendations to help increase adoption and enhances the experience of your Poly solution for maximum value.

Service delivered to your satisfaction

Your assigned Service Delivery Manager (SDM) monitors, analyzes and reports on aspects related to the service and support of your Poly production solution, with the objective of ensuring that all deliverables are completed to your satisfaction.

Accelerated resolution

The SDM facilitates regular program reviews to provide open service issue updates and discuss performance metrics. And when an issue arises, they'll have it escalated on your behalf.

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Features

Customer advocate

The SDM serves as your Poly advocate and the non-technical management interface to your designated representative for all Poly service program.

Service delivery management

Your success is supported from establishing objectives at onboarding to ensure service deliverables are met and providing regular program reviews.

Capacity management

As your company evolves, your SDM will work with you on capacity planning, goal setting, monitoring, and reporting to meet your future business needs.

Asset management

The SDM establishes tracks and reports on all the Poly assets in your communications portfolio.²

Continued service improvement

The SDM provides regular program to benchmark and document improvement processes for adoption, capacity, utilization, availability, incident, and change management.³

Service level management

The SDM will discuss service performance objectives with you and agree upon KPIs. Information on open service issues and performance metrics will be compared and reviewed during regular meetings.

¹ This value-added service option is available to customers who maintain an active support maintenance agreement on their Poly solution.
² To qualify for the Asset Management features of this program, the Customer must maintain an active Poly support contract and utilize Poly infrastructure in their production environment. The SDM and Customer will mutually identify the list of all Poly solution components by serial number and software revision level. The data will be gathered through the information stored in the Poly CRM systems. For non-serialized components or site-based only Service Agreements, the SDM may assist Customer in tracking the model and quantity of devices using sales order information. If necessary, the SDM will engage the Customer to investigate and ensure unentitled assets are included as a part of the Customer's Poly support.
³ Requires Poly infrastructure.

Data sheet

