



Polycom® Global Services for Federal Government

Benefits

Vast global services network – 24 x 7 x 365 unlimited telephone and technical support through our highly trained support engineers; customer support centers in North America, Europe, and Asia; worldwide training resources; and a global network of support partners

Unbeatable security – Embedded, standards-based AES encryption software

Responsive management – Case management processes; end-to-end case ownership by a dedicated technician with the Elite package

Cost reduction – Coverage packages priced at very competitive rates

Quick resolution of support issues – Minimal operational disruption

Expert resources – Experienced staff understands government conferencing and collaboration environment

Low-risk dependability – Backed by the best service infrastructure in the industry

Broad, flexible range of service offerings – Choose the level coverage that best meets your regional, national or international needs: Premier, Premier Plus, Elite, and Implementation

Software upgrade program* – Access to the latest feature releases and enhancements

* Software updates and upgrades are supplied when available.

Comprehensive Coverage and Support, When and Where it Matters Most

Polycom Global Service Solutions offer the support to empower government agencies with greater efficiency in both day-to-day processes and emergencies on a local, national, or global scale. Virtually every department and agency in the Federal Government uses Polycom technology to meet mission critical conferencing and collaboration requirements. In conjunction with a worldwide network of information, tools, and most importantly people, Polycom Global Service Solutions delivers fast and effective support.

To ensure that information and intelligence transfer activities are successful, the Polycom Global Services team is focused on providing programs that go beyond basic support to meet the high expectations and critical needs of federal agencies. Our services are designed to accommodate evolving collaborative communication requirements and government applications, from crisis management to secure meetings and decentralized decision-making. With Polycom support options, agencies can plan, design, implement, and deliver sensitive and critical information quickly, using innovative collaborative systems around the world, with clear accountability and total security.

Our Professional Services portfolio of comprehensive support solutions are unique. No other vendor offers this level of coverage, through which federal offices and agencies can increase productivity, and develop unique applications and tools for knowledge transfer that offer a competitive advantage. That's why Polycom is the leading provider of federal government solutions.

Reliable performance coverage

Backed by the best service infrastructure in the industry, premium support options provide access to our team of experts for remote diagnostics, on-site resolution, and parts replacement. You'll receive 24 x 7 x 365 support, based on your selected support solution. Polycom's highly trained engineers; major support centers in North America, Europe, and Asia; worldwide training resources; and a global network of support partners are focused on creating the best client service experience possible.



VideoVoiceDataWeb

Secure video conferencing technology that meets your requirements

At Polycom, we're committed to meeting or exceeding the rigid security requirements of the Federal Government. We work with various standards and interoperability boards and have achieved the following recognition:

- Polycom VSX® video conferencing systems are FIPS 140-2 validated by the National Institute of Standards and Technology (NIST).

Security and Expertise: The ultimate in Government support solutions

Polycom offers the most comprehensive consultative service programs in the industry. To extend and enhance the troubleshooting skills of team members, Polycom has CCI Briefed (DD 2625) and COMSEC trained (DD 1435) engineers. Polycom Global Services also has the capability to create secure FTP sites to support the transfer of sensitive data between agencies and Polycom, plus hosts virtual meeting rooms on our own secure MGC to enhance collaboration between government operations teams and the Polycom Elite Support team.

Dedicated resources with Elite services for accountability and success

Premium support options provide agencies with consistent service via dedicated lines and assigned technical support resources. Services include periodic status meetings, and utilize creative partner service programs that leverage core competencies. Whether it's a complex collaboration system implementation or a network transition project, adoption of new products or implementation of measurable performance and operational improvement initiatives, our support experts use world-class tools and proven methodologies to develop and deploy solutions to manage your collaborative infrastructure.

Make Great Things Happen with the Polycom Global Services for Federal Government

In today's Internet driven world, the ability to conduct real time communication and collaboration has become critical to an organization's survival. As the market leader in voice, video, data and Web solutions, our award-winning conference technology makes it easy for people to interact and maximize productivity — over any network, in just about any environment, anywhere around the globe. That's why more organizations worldwide use and prefer Polycom conferencing solutions. Because when people work together, great things happen. See how you too, can achieve great things with the Polycom Global Services for Federal Government.

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