

HP | POLY

Managed Collaboration Service

April 2024

Chadd Ang

Poly Services Sales Manager Australia & New Zealand
Global Service Sales - Hybrid Workforce



Poly Pre-staging

Our unique secure facility offers pre-staging and second touch service, enabling faster deployment of devices ensuring a successful tech-refresh

- Microsoft Teams Room & Zoom Room Kits are **Pre-Staged** prior to being sent to end user site, ready to installation. This saves 4 hours of touch time over several days. Devices are asset-tagged together to ensure smooth deployment
- All staff in the facility are required to pass a **police background check** prior to commencing work
- We also offer **Modifications** of phones for government agencies requiring further security
- **DOA** is almost non-existent for the customer, as any faulty units are replaced prior to being sent on-site, saving time
- Our **Factory Pre-staging** can work on ALL Poly Products as well as HP PC, Laptop & Printers



Remote Monitoring and Management benefits



HIGHER RELIABILITY,
UPTIME AND SECURITY



DECREASED DEMAND
ON YOUR INTERNAL IT
RESOURCES



LOWER TOTAL COST
OF OWNERSHIP
while leveraging Poly's tools
to monitor and provide
proactive support.



24x7 ACCESS TO THE
SERVICE DESK



INSIGHT INTO USAGE
THROUGH UTILIZATION
REPORTS



PROACTIVE NOTIFICATION
AND REMEDIATION
through actively polled
managed endpoints.



ADVANCED AND INTUITIVE
REPORTING CAPABILITY



HIGHER LEVEL OF SERVICE
with delivery of measurable
service level objectives.



FLEXIBILITY TO SCALE
your collaboration
investments to meet
changing business
requirements.



DEDICATED SDM
Melbourne based
Service Delivery
Manager assigned to
DOT

Managed Collaboration Service

With our Managed Collaboration Service, we proactively resolve issues, often before our customers are even aware of them

Remote Monitoring & Management

- RMM provides Proactive support through Poly's Customer Management Centre (CMC), making it essential for high-profile / business critical rooms.
- Our remote management of Managed Endpoints operates on a global, 24x7 basis.
- Our additional Managed Services Elements include, Event Management, Incident Management, Problem Management, Change Management and Configuration Management
- We measure our performance through Service Level Objective (SLO) and ensure compliance with ISO 27001 security and ITIL standards

Poly+ Enterprise Support

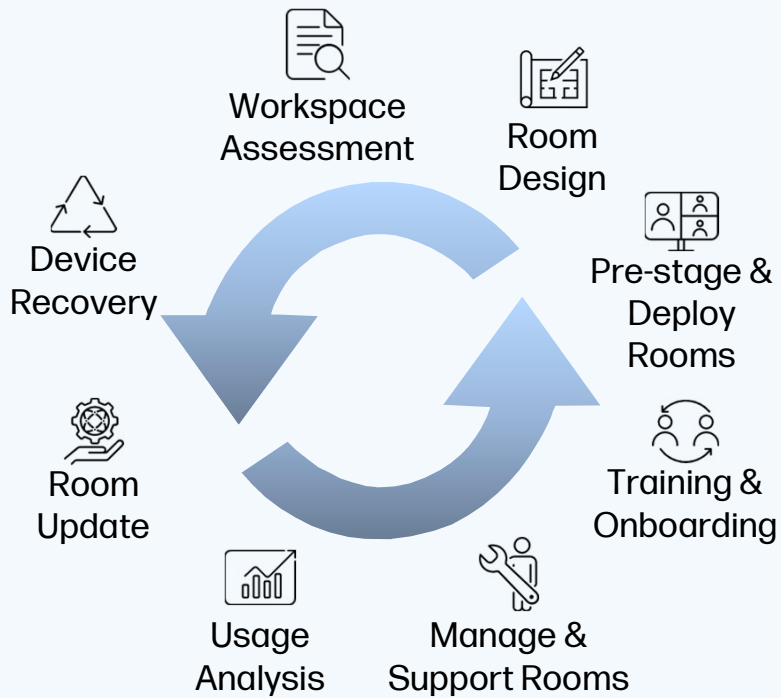
- With a Site ID - all Poly Devices are covered, and support can be accessed directly once credentials are validated, as the Serial Numbers are already recorded against the Site ID
- Poly Lens Premium Features provide Room Insights & Utilization, Participant Count, Group Assets, and Firmware deployment from one single pane of glass
- Our 24x7 Help Desk Support Access and Advanced Next Business Day Replacement ensure seamless support
- A Melbourne- based Service Delivery Manager is assigned to cover regular cadence & governance calls, support customers as a triage for all escalations, and assist with advice for upcoming projects

MCS Benefits vs Traditional Support

- **Problem** - If a room or device goes down, staff often move to another room immediately without reporting the issue **Solution**- HP Poly has a global NOC (National Operations Centre) that proactively monitor and manage rooms. Up to **60%** of issues proactively identified / Up to **95%** resolved remotely / Up to **99%** uptime is achieved
- **Problem** - If replacement hardware is required? **Solution**- All replacements are dispatched on the Next Business Day (3pm cut off)
- **Problem** - With software related issues how do you avoid the blame game? **Answer** - Our Service Delivery Manager has regular cadence calls with Microsoft and will assist in the triage and escalation of any tickets.

HP Managed Collaboration Services (MCS)

Capabilities



Benefits

- Customer onboarding
- Improve employee experience and productivity.
- Proactive management and analytics for improved conference experiences.
- Predictable expenditures.
- Productive meetings both internally and externally.
- 24x7 Service Desk
- Customer Outcome Management





Stronger Together