



# Polycom Support Offerings Summary

## Feature Comparison

		Elite	Advantage	Premier
Support resources	Dedicated Elite Service Manager	•		
	Dedicated Elite Service Engineer	•		
Proactive account management	Software version control & upgrade management	•		
	Asset management	•		
	Program reviews	•		
	Root cause analysis	•		
	Video network readiness	•		
	Network monitoring	•		
	Utilization reporting	•	•	
	Benchmark reporting	•	•	
	Adoption Portal Starter Edition	•	•	
Telephone support	Priority access	•	•	
	24x7	•	•	
	8x5 business hours	•	•	•
Standard features	Software upgrades & updates	•	•	•
	Advance parts replacement	•	•	•
	Escalation support	•	•	•
	Online support tools	•	•	•
Onsite options	Onsite support with 4-hour response	Optional	Optional	
	Onsite support	Optional	Optional	Optional

### About Polycom

Polycom is the global leader in open standards-based unified communications and collaboration (UC&C) solutions for voice and video collaboration, trusted by more than 415,000 customers around the world. Polycom solutions are powered by the Polycom® RealPresence® Platform, comprehensive software infrastructure and rich APIs that interoperate with the broadest set of communication, business, mobile and cloud applications and devices to deliver secure face-to-face video collaboration in any environment.

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