



Polycom® Telepresence TPX™ HD Suite Implementation Service

Seamless Implementation Every Step of the
Way – From Planning to Telepresence Experience

Benefits

Smooth and successful deployment –

Expert deployment and the added assurance that your implementation will be done efficiently, without disruption to your business

Polycom expertise – Our engineers manage every aspect of the implementation process

Single point of contact – One contact manages your implementation from start to finish, ensuring the highest quality service

Minimize disruption – A dedicated Polycom engineering resource works with you to schedule installation at a time that will least impact your business

Peace of mind – Implementation is not complete until Polycom receives your final acceptance and sign-off

Your organization has a major investment in Polycom technology – make sure it's implemented right the first time.

Imagine walking into your Polycom telepresence suite, taking a seat and starting a meeting with your life-size counterparts around the world. The setting is amazingly real, and the spatial audio causes heads to turn to face the speaker. Plus, the Telepresence Video Network Operations Center (VNOC) services supporting the suite means that calls are always connected on time and you don't have to do any of the set up, allowing you to focus on the meeting. This is Polycom Global Services at work.

The success of a Polycom telepresence experience meeting starts with first-class planning and knowledgeable experts. Polycom offers a comprehensive portfolio of services to ensure seamless integration from installation to call management and monitoring. We provide the level of services your business needs – no matter where in the world your offices are located.

To realize the potential of the Polycom telepresence experience, depend on our experts to plan, prepare, install, test and fine tune your Polycom TPX suite. Let our team deliver fast and effective services to install your new conferencing suite, at your convenience.

Polycom Telepresence TPX Implementation Service consists of:

- Deployment planning
- Site preparation
- Onsite installation
- System testing and tuning
- Suite certification and customer acceptance

Make Great Things Happen with Polycom Telepresence TPX Implementation Service

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 and content collaboration and communications, 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 Polycom Telepresence TPX Implementation Service.



VideoVoiceDataWeb

Service Description for Telepresence TPX Implementation

Deployment Planning

- Your assigned Polycom project manager coordinates a pre-installation “kickoff” session
- The project manager confirms all TPX order details and gains an understanding of the customer application
- Then, the project manager develops an initial coordination plan, which starts with a remotely conducted pre-installation survey and ends with final customer project signoff
- The remotely executed pre-installation survey includes a clear description of the customer's Telepresence application, as well as detailed information about the designated space where the Polycom TPX HD Suite will be installed

Site Preparation

- The Polycom project manager verifies with the designated customer representative that the proposed telepresence network topology is in place to meet the solution requirements
- Upon completion of all planning and preparation activities, the TPX components will be shipped to the site
- Once received, the customer installs the TPX ceiling microphone components using the provided Polycom guidelines

Onsite Installation

- The Polycom Telepresence installation team is dispatched to the site for installation
- The senior onsite engineer coordinates the assembly of the TPX technology components, including the provided electronics and cabling. The pre-installed ceiling microphones are connected to the TPX
- Once the TPX suite is fully assembled, the installation team finalizes the environment for production use

System Testing and Tuning

- The senior onsite engineer conducts core system tests to validate all technology components
- After the engineer determines that the TPX solution is functioning according to the product specification, a final series of fine tuning processes are executed. All cameras and displays are validated, and the TPX sound system is calibrated

Suite Certification and Customer Acceptance

- The Polycom engineer then provides a solution orientation for up to four customer representatives, covering operational aspects from a local administrator perspective
- Next, the lead Polycom engineer guides the customer through the final acceptance process. Once completed, the Polycom engineer officially hands off the Telepresence site to the customer's telepresence VNOC provider

Customer Responsibilities

As part of this service, customers will be requested to do the following:

- Provide a designated Point of Contact responsible for all project decisions. The contact will be required to attend all project meetings, and will be recognized by Polycom for project acceptance milestones
- Provide a timely response to project-related information requests from the Polycom manager or engineers
- Complete any recommended or required changes to the facilities, as determined by Polycom during the remote pre-installation process. These must be implemented prior to scheduling the TPX on-site installation
- Supply a staging and storage area for the equipment prior to installation
- Allow Polycom unrestricted access to the installation area during business hours for the duration of the onsite installation process
- The hiring of local skilled laborers to complete the installation of the TPX ceiling microphone, based on the published Polycom specification

Important Note on Union Labor

- In North America, some customers require that Union Labor be used to complete a TPX Implementation Service. In these situations, Polycom charges a Union Labor uplift fee for each customer location that has this requirement

This Service Description is subject to the terms and conditions of the Polycom Worldwide Service Program for End User Customers. In the event of a conflict between the terms of this Service Description and Polycom WW Service Program Terms and Conditions for End User Customers, The WW Service Program Terms and Conditions for End User Customers will apply. To view these Terms and Conditions, please visit www.polycom.com/pgs/termsandconditions

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