

Partner Poly+ Enterprise

As a Poly Certified Service Partner, Poly+ Enterprise provides hassle-free asset management, automatic coverage, customer success management, and premium software for your customers' entire Poly estate.[1]

Poly+ Enterprise powered by you

Enhance your support portfolio with Partner Branded Poly+ Enterprise, offering premium support for your customers' full Poly portfolio under your brand. And, as a Poly Services Certified Partner you receive all the benefits of Poly+ Enterprise.

Your tech support is our priority, all day, everyday

As a Poly+ Enterprise Services Certified Partner, benefit from priority around-the-clock access to Poly Technical Support for Poly and leading ecosystem solutions enabling faster resolution.[2]

Say goodbye to tracking serial numbers

Save time and the hassle of tracking serial numbers. A single Master Account ID can be used to track products across the entire Poly estate with automatic coverage as new Poly devices are added.[3]

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Features

Advance hardware replacement[4]

If a replacement is required, we will ship it with pre-paid next-business-day shipping, ensuring business continuity.[5]

Customer Success Manager

Poly will designate a Customer Success Manager (CSM) to your customer who will serve as your internal advocate within Poly, provide monthly reports and ensure that all service program deliverables are completed to the Partner' satisfaction.

Reduced True-Up Process

Poly and the Partner will capture the actual install base and the estimated growth in the upcoming year. By estimating growth of the customer install base, Poly will charge for a percentage of expected additions in advance, reducing the need for mid-term true ups.[6]

Free software upgrades and updates

Keep covered devices up and running with the latest software available from Poly at no additional charge.[7]

Upgraded Poly Lens Premium Features

Your customers' can unlock access to Poly Lens premium features. They will gain better visibility into collaboration device investments ensuring optimal deployment, usage reporting, proactive troubleshooting, and smooth integration into existing IT systems.

Ecosystem Cloud Partner Support (ECPS)

Ecosystem Cloud Partner Support (ECPS) improves response times in Poly-enabled ecosystem cloud solutions by acting as your primary point of contact. When Poly finds the problem is related to the Cloud Partner environment we will work directly with our Cloud Partner to resolve the problem.[8]

Designated Support Portal Access

The designated Support Portal includes functionality for your customer accounts including product registration, search licensing, create and review service tickets, check parts replacements, download product documentation and download Poly software.

Professional Services Discounts

Professional Services discounts are available to Partners when purchasing Partner Branded Poly+ Enterprise.

Escalation and Incident Management

Poly's support management team coordinates the escalation of problems and rapidly engages the right solution specialists throughout Poly to provide a fix or workaround if that would be appropriate.

Optional Fee-based Services

Enhance Partner Branded Poly+ Enterprise with additional resources. Customer Success Management (CSM) offers time in eight hour per month blocks; Technical Account Management proactively assists your customers when technical assistance is required.[9]

[1] Products that are end of life/end of service cannot be covered under this agreement.
[2] Partners can contact Poly to receive 24x7 response for their customer's supported solution. Partners should use their customer's Site ID instead of the product serial number when contacting Technical Support. Product serial number will only be required when requesting a hardware replacement.
[3] All of the customer's eligible Poly devices within a selected product category must be included under this Service. Selected categories include: Headsets/Personal devices only, Video only, or Voice only. More than one category can be selected on condition at least one product category eligibility threshold is met. Immersive Telepresence (ITP), Poly Medialign, vertical solutions (e.g., Poly Telehealth Station or EduCart) and Infrastructure products require quoting – under the standard offers or custom quote. Products that are end of life/end of service cannot be covered under this agreement.
[4] poly.com/support/service-policies/advance-parts-replacement .
[5] For hardware replacement request, Partner will provide the product serial number. Poly+ Enterprise for headsets has an annual RMA threshold of 5%. If the Customers RMA rate exceed 5% in a calendar year for the installed base under contract, Poly reserves the right to invoice the Customer at Poly's then-current list price for the product, as published in Poly's price book.
[6] At commencement of the service, the Partner must identify (in conjunction with Poly) all devices at customer site within each particular category. Poly will accept calls from the Partner for all devices without checking the serial number so the base line for the number of devices to be supported needs to be confirmed. Poly in conjunction with the Partner will capture the actual install base and the estimated growth in the upcoming year. By estimating growth of the customer install base, Poly will charge (via Partner) for a percentage of expected additions in advance, reducing the need for mid-term true ups. The Partner must order Partner Poly+ Enterprise for the total count of devices within each product category and the growth as agreed between the customer and Poly. This device total for each product category plus 5% will be the base line. The Poly Customer Success Manager will run a report each month to check the number of devices at the Customer site per product category compared to the agreed base line. If Poly Customer Success Manager is not given tenant access to Poly Lens, partner needs to provide monthly inventory report from Poly Lens to Poly Customer Success Manager. An increase of 5% or more in the device quantity per product category will trigger a mid-term true up for the customer installed base. A mid-term true up is where Poly will reset the base line to incorporate the additional devices purchased by the Customer. Poly will provide a quote to the Partner, for the value of the true up and reset the base line as the new device total plus 5%. The Partner must generate a Purchase Order for the new devices added. The Partner will be charged for the new devices from the first day of the month of the true up to the end of the service term. All devices trued up throughout the year will be included in the new base line and charged for in the annual renewal, and the process will commence again.
[7] Access to major releases, patches, and hotfixes for current Software updates and upgrades via Poly Lens.
[8] If Poly determines that the problem is caused by or related to the Cloud Partner environment, at the Partner's request, Poly or the Partner will attempt to open an incident request with the Cloud Partner, document findings, and provide the Cloud Partner's incident tracking number to Partner and Customer as required. Partner and/or Customer are responsible to have an existing support agreement with their Cloud Partner. Poly and/or Partner will be responsible for working directly with the Cloud Partner (when permitted by the Cloud Partner) on resolution or future status updates to the Partner. If not possible to open an incident request, Poly will provide Partner with findings and refer Partner and/or Customer to Cloud Partner for resolution. If requested, the Poly support team will participate in joint calls with the Cloud Partner and Poly Partner to isolate and resolve problems on behalf of their mutual Customer using defined escalation processes in place with Cloud Partners. Customer must maintain current service or subscriber agreement with Cloud Partners, operate and maintain applicable software as specified by the Cloud Partner, and if requested, give Poly signed written approval to act on their behalf regarding ECPS services.
[9] For full details of these optional fee-based services, please reach out to your Poly representative.

Data sheet

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