

GoldSeal Maintenance Programs

100% Customer Satisfaction Rating

GoldSeal

The GoldSeal Maintenance Program delivers unmatched technical support for your customers' unified communications solutions. GoldSeal delivers access to a committed team of world-class technical experts and training professionals that are a direct extension of your business. We're your partner in keeping your customer's technology current and in ideal operating condition, resulting in a positive ownership experience for your customers for years to come!

Today we are pleased to have two offerings that are designed to fit your customers' varying needs, GoldSeal and GoldSeal Advantage. Below are the Key benefits for each offering.

Key Benefits of GoldSeal:



Your customers' calls are answered live by a Polycom-certified video/audio engineer between the hours of 9:00 am and 5:00 pm Nationwide. After hours, our on-call engineers are notified via cell phone. We also provide a 24-hour test facility with continuous motion and sound sources. Your customers' first call for any technical issue should be to GoldSeal!



If our engineers determine that there is a hardware failure or malfunction of equipment, the replacement part will be shipped on the same day for next-business-day delivery (if determined by 2:00 pm Eastern), keeping downtime to a minimum. Reminder - Polycom's standard warranty does not include overnight parts replacement.



Your customers receive one-on-one, customized training for covered Polycom video or audio conferencing systems.** Our goal is to provide your customers with the information and hands-on experience they need to feel comfortable with their Polycom solution and to confidently use it throughout their organization.



Your customers' can keep your covered system(s) up to date with Polycom's latest software updates and upgrades. Software updates correct software errors. Software upgrades provide major feature and functionality releases. Without GoldSeal Maintenance, your customers could spend over \$2,000 (MSRP) per software upgrade.

Additional GoldSeal Benefits for Your Customer's Technical Polycom Support Needs

- Provides one number to call for all technical support needs
- Our Polycom-certified technical support engineers have the expertise to resolve most of your customers' issues, but we also have direct access to Polycom should we need to escalate
- Eliminates maintenance renewal tracking (we automatically notify you when your customers' Polycom conferencing systems are up for renewal). We can customize a plan for your individual clients so all of their Polycom systems renew at the same time
- We offer multi-year service plans for added savings, convenience, and long-term peace of mind
- We utilize an online Ticketing System for your customers' convenience (for those times they don't need to talk to someone live)
- Protects your customers' investment in conferencing technology by avoiding downtime, maximizing productivity, and reducing the total cost of ownership of their Polycom conferencing solutions

* Rating from survey performed by Boston Research Group.

** GoldSeal training is offered for the following Polycom solutions: HDX and Group Series video conferencing solutions, analog and VoIP desktop and conference phones.

Additional Benefits of GoldSeal Advantage

Adoption Portal Starter Edition

This Service will provide the customer, for the duration of the Program, with access to a standardized portal that will serve as a centralized resource for end-user training information on the usage of Polycom videoconferencing solutions. Polycom will provide portal access for up to one hundred (100) email addresses. Please refer to Polycom Adoption Portal – Starter Edition Service Description for full deliverables.

Utilization Reports

For customers that deploy a Polycom product that provides Customer Detail Records (CDRs), Polycom will provide a Monthly Utilization Report to the customer. This standardized report will be based on the "Endpoint Usage Report" as provided by the Customer from their Polycom Gatekeeper (CMA or Resource Manager) system for the previous month. This report will summarize the total number of call and minutes as well as utilization statistics for each Polycom endpoint registered to the Polycom CMA for which Customer Detail Records (CDRs) are available from the previous month. Every six months, Polycom will provide the Customer with a benchmark summary showing their usage against other Polycom Customers.

GoldSeal Offerings

	24x7 Polycom Technical Support	Advanced Parts Replacement	SW Upgrade & Updates	Access to Online Support Tools	Unlimited Training*	Utilization Benchmarking & Request Reports	Adoption Portal Starter Edition
GoldSeal	X	X	X	X	X		
GoldSeal Advantage	X	X	X	X	X	X	X

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GoldSeal Contact Information

GoldSeal Technical Support Telephone Hotline: 1-877-466-5373

(SLA Response Time – within 1 hour)

GoldSeal Technical Support Email: NA-Support-UCC-Polycom@westcon.com

(SLA Response Time – within 24 hours)

Westcon Chicago Headquarters: 1-877-580-8200

