

Poly Polycom Elite Premier - Technical support (uplift)

for Polycom RealConnect for Microsoft Teams Video Interoperability Service - 1 concurrent VTC - volume - 150-199 licences - can be purchased with RealConnect pre-paid base Advantage service - phone consulting - 3 years - 24x7



Group	Software Service & Support
Manufacturer	Poly
Manufacturer item no.	4872-09915-433

Description

Elite Service provides a holistic support strategy beyond individual products that optimizes the performance of your solution and increases your return on investment. Elite Service is a proactive, high-touch service that assists you in managing your dispersed Polycom environment around the world, provides resources to manage your day to day technical requests, and keeps an eye on your Polycom investment, in its entirety.

Main features

Product Description	Poly - Polycom Elite Premier - technical support (uplift) - for Polycom RealConnect for Microsoft Teams Video Interoperability Service - 3 years
Service & Support	Technical support (uplift)
Service Included	Phone consulting
Full Contract Period	3 years
Service Availability	24 hours a day / 7 days a week
Software Title	Polycom RealConnect for Microsoft Teams Video Interoperability Service
Licence Qty	1 concurrent VTC
Licence Pricing	Volume / 150-199 licences
Licensing Details	Can be purchased with RealConnect pre-paid base Advantage service

Extended details

General	
Type	Technical support (uplift)
Service Included	Phone consulting
Full Contract Period	3 years
Service Availability	24 hours a day / 7 days a week
Software	
Software Title	Polycom RealConnect for Microsoft Teams Video Interoperability Service
Installation Type	Locally installed
Licence Qty	1 concurrent VTC

Licence Pricing	Volume / 150-199 licences
Licensing Details	Can be purchased with RealConnect pre-paid base Advantage service
	Details
Service & Support	Phone consulting - 3 years - availability: 24 hours a day / Monday-Sunday Utilisation reports - 3 years Web knowledge base access - 3 years New releases update - 3 years

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