



## DATA SHEET

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# Polycom® Integration Services for Microsoft® Environments

## Services to simplify your world

With email, voicemail, conference calls, video conferencing, instant messaging and other collaboration technologies available to everyone, employees are able to communicate with anyone, anytime, anywhere. As a result, your collaboration strategy has become a core component of your organization's overall productivity and you need to improve communication and make collaboration simpler while reducing costs.

As with most successful technology adoption, you need to consider the following to support your real-time collaboration needs:

- Evaluation of your business goals, workflows and geographic diversity with the goal of driving deep adoption
- Planning and design to help ensure maximum utilization of your current or planned collaboration solution
- Project-managed deployment with proven methodologies to help ensure timeliness and optimization of your technology implementation

Proper planning and deployment aligned with streamlined workflows directly impacts success, saving you valuable time and money while making your collaboration solution easier to use and helping to realize a faster return on investment.

### Microsoft Integration Services help drive your success

Polycom services can help your organization by simplifying the complexities of integrating Polycom video solutions into collaboration environments such as Skype for Business (SfB) and Microsoft® Lync®— providing the expertise you need to maximize adoption and reliability while enabling you to more quickly realize your return on investment.

You should consider purchasing Integration Services if you:

- Need to assess the readiness of your network infrastructure, workflows and usage requirements for your Polycom solution
- Want to implement the solution efficiently and properly so you can expedite your return on investment
- Want to take advantage of the benefits of Polycom RealConnect™
- Have a limited budget and need specific services to increase adoption or usage of your unified collaboration (UC) solution
- Have a broad range of UC and collaboration technology in geographically dispersed locations, requiring a consistent implementation process



### Benefits

- Save time and money by expediting deployment and optimizing performance
- Improve productivity and reduce risk by implementing the solution properly—right from the start
- Ensure that your communications strategy is properly aligned with future company growth
- Streamline communication by ensuring seamless integration with your Microsoft solution
- Address your communications needs at the desktop, in the conference room and at remote sites

## Collaboration environment profiles

Your organization's needs and requirements are unique based on your size, number of global locations and your specific use cases for collaboration. You may be adding new collaboration rooms and environments, or embedding video into existing or evolving business workflows. Polycom can assist you with the following environments:

- Large and complex deployments, including integration with your primary collaboration vendor and existing IT management applications across a variety of networks
- Custom deployments, where your company has a multi-vendor collaboration footprint and requires best-in-class user experiences for these disparate technologies
- Multivendor environments where solutions must be integrated with existing video and collaboration solutions

## How Polycom can help

All complex deployments should start with detailed planning and design of the solution. Polycom offers RealPresence® Platform Envisioning and Solution Design services to assist you in creating the collaboration solution that's right for your organization. Visit Polycom's website or contact your service sales representative to learn more about design offers.

To help increase the availability and reliability of your Polycom solution, Microsoft integration services include Standard and Advanced options as outlined below.

### RealPresence Platform (RPP) Standard Integration

RPP Standard integration is designed for organizations that have a single Polycom® RealPresence® DMA®, Local Cluster or RealPresence® Collaboration Server (RMX®) in a single-site deployment.

### RealPresence Platform Advanced Integration

RPP Advanced integration is designed for organizations that have a Polycom Super Cluster in a geographically distributed multisite deployment.

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## About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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## RealPresence Platform Upgrade Integration

RPP Upgrade integration is for organizations that have already integrated their Polycom deployment with Lync 2010 and are now upgrading to Lync 2013 or Skype for Business.

## Integration with Polycom RealConnect

This service offering is for customers who have a functional Polycom platform deployment in a single- or multisite deployment integrated with Lync 2013 who would like to take advantage of RealConnect features.

Each of these services provide you with a Polycom project manager, solution consultant and deployment engineer who will work together to apply best practices to assess, plan and execute an integration of Polycom components with your Microsoft environment. The Polycom team will guide you through a proven deployment process using a professional project framework that includes:

- Requirements, Discovery and Planning (RDP) – This phase is the first step of a Polycom and Microsoft UC integration that involves capturing the organization's requirements to understand video business objectives, planned usage, current network topology and IT infrastructure components.
- Solution Deployment – The project team works with you to integrate Microsoft UC and applicable Polycom components including Polycom RealPresence Collaboration Server (RMX), RealPresence DMA and supported video clients.
- Validation, Cutover and Completion – The project team will validate that the solution meets the Deployment Completion Criteria defined during the RDP phase and conduct a knowledge transfer to the internal project team.

In addition to these Microsoft integration services, Polycom also has a comprehensive portfolio of Lync deployment and collaboration services to help you upgrade your Lync solution or deploy a new Skype for Business solution. These services enable you to take advantage of new technologies and additional collaboration features, such as Lync dial-in conferencing or Lync Enterprise Voice, to accelerate your ROI.