



## DATA SHEET

# Polycom® RealPresence® Resource Manager

## Managed, monitored, and under control

Communicating over voice and video networks are core to your organization's efficiency and it is important to manage both the networks and devices to support your organization as it evolves with changing technology. Polycom® RealPresence® Resource Manager is the essential management component of Polycom® RealPresence Clariti™ so you can centrally manage all of your Polycom-enabled devices from smartphones, tablets and laptops to desktop and conference phones all the way through your largest video conferencing room systems and immersive telepresence.

### Deep integration and interoperability

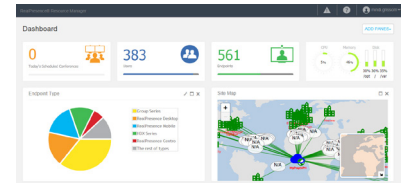
Built on unified communications and video conferencing standards, RealPresence Clariti integrates into a wide variety of applications and unified communications networks using various deployment models and architectures. RealPresence Resource Manager supports voice device deployments on most call server platforms. With the API suite, you can integrate communications into your other applications for a streamlined workflow.

### Provision, manage & monitor

Polycom RealPresence Resource Manager software application provisions, manages and monitors thousands of voice, video and content devices across a global network. Choose from over 300 standard best practice profiles or customize 100% of settings to create the best experience for your organizational needs. Through the customizable dashboard for each administrative user, you can manage and troubleshoot all Polycom voice, video and content devices as well as other standards based voice and video devices.

### Directory, scheduling & reporting

Providing familiar directories and easy dialing empowers users to communicate over voice and video with minimal IT support. Use the built-in web scheduler to create single or recurring conferences, book rooms and users, and manage active calls. Improve your administrative workflow by integrating scheduling via API suite into existing scheduling apps. RealPresence Resource Manager provides powerful data analytics on usage and ROI, including support for Polycom® EagleEye™ Producer and EagleEye™ Director II participant data reports.



## Benefits

- **Simplified administration and provisioning**—Dynamically provision mobile, personal, and room based systems with feature sets, call quality, bandwidth and software updates, minimizing administration work and user setup
- **Centralized device management**—Single application to monitor and manage all voice, video and content devices in the network with real-time status and health views
- **Conference scheduling and management application**—Central application to manage, monitor and schedule on-going, point to point or multi-party conferences
- **API suite**—Part of RealPresence Clariti for a complete video conferencing management

## Product specifications

### Application highlights

- Device monitoring for all Polycom voice, video and content endpoints
- Device provisioning—Polycom voice, video and content endpoints and 3rd-party standards based video endpoints
- Voice endpoints—300+ standard profiles and 100% customizable settings
- Device software update
- Conference management
- Conference scheduling with web scheduler and Microsoft Outlook
- Conference scheduling through API
- Directory integration, global address books
- Presence engine for desktop clients
- Redundancy in hot standby mode configuration
- API Suite—including scheduling and conference management
- Multi-tenant for securely and discretely hosting multiple customers
- Support for Polycom® RealPresence® Web Suite
- Supports Polycom EagleEye Producer (EEP) participant CDR reporting for RealPresence Group systems using the EEP camera

### Supported protocols

- H.323 and SIP device provisioning and management
- LDAP/H.350 directory support
- XMPP presence for desktop clients
- HTTPS/XML provisioning
  - TLS—Security

### Capacity

- 50–50,000 seats
- License packs are available in 50/150/500/1500/5000/10000 (audio/content licenses only) seat increments
- Optional: API, redundancy, multi-tenant

### Reliability

- Supports optional redundancy
- Local & Geo HA

### Security

- Linux operating system
- US DoD UC APL Certified. See the *Polycom US Federal Government Accreditation site* for details

### Services available

- Polycom® RealPresence® Platform Solution Design
  - Design the right deployment plan for your environment
- Video Network Readiness Services
  - Prepare your network for reliable high quality video service
- Remote Implementation Services
  - Deploy smoothly and efficiently
- User Adoption Services
  - Increase usage through training and awareness
- Support Services
  - Access features and enhancements as released, reduce downtime

Full hardware specifications can be found in the [RealPresence Platform hardware specifications sheet](#).

Software specifications can be found in the [RealPresence Platform, Virtual Editions data sheet](#).

## 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.

Polycom, Inc.  
1.800.POLYCOM  
[www.polycom.com](http://www.polycom.com)

Polycom Asia Pacific Pte Ltd  
+65 6389 9200  
[www.polycom.com.sg](http://www.polycom.com.sg)

Polycom EMEA  
+44 (0)1753 723282  
[www.polycom.co.uk](http://www.polycom.co.uk)

