



Polycom® Structured VoIP Services

Expand your Business into New and Remote Regions
with a Network of Expert VoIP Technical Engineers
Representing Your Organization

Benefits

Priced for Profitability – Competitive rates that yield significant margins if resold; benefit from cost savings if used internally

Business Growth – Expand your territory from regional to national without having to invest in your own infrastructure

Comprehensive Coverage – Eliminate service availability gaps by using a field force that spans North America

Operational Assurance – High-quality, on-time service with real time online reporting of all field operations gives you the confidence to stand behind your VoIP services

Through our partnership with Endeavor Telecom, Polycom gives you access to a nationwide network of VoIP technical professionals.

When will your next VoIP opportunity appear? What if it's not in your geographic location and you do not have the support of regional field expertise? Don't lose out on the opportunity! Polycom Structured VoIP Services empower you to expand your reach beyond your existing service territory into new locations in North America, allowing you to grow your business in remote areas. Whether you need the resources to perform an onsite installation, conduct a site visit for maintenance, or perform training, we help you every step of the way. Priced for your profitability, Structured VoIP Services can be branded by your organization, enabling you to offer a unified image to your VoIP customers.



Now, you can experience the many benefits of nationwide implementation services for the deployment of Polycom hardware and IP PBX offerings. Endeavor Telecom's team of 9,000 highly trained technicians across North America possess the vast knowledge necessary to ensure a smooth implementation – from the installation and configuration to troubleshooting and maintenance of your customers' Polycom VoIP deployment. With access to thousands of technicians in North America, you can increase customer satisfaction through reliable, consistently high quality service from the VoIP experts you have come to trust.

Available to quickly respond to issues and dispatches, Polycom Structured VoIP Services ensures the successful implementation and deployment of Polycom hardware and IP PBX offerings. And the "white label" strategy allows you to brand this service as your own. But a VoIP deployment consists of many more technologies beyond the hardware and IP PBX. Support for an array of associated and complementary technologies is also available, as our technical professionals have the expertise to install the backbone infrastructure. These technologies include, but are not limited to, structured cabling, network switches, traffic shaping appliances, analog telephone adaptors (ATAs), and gateways. It's an incredible competitive advantage for your organization!



VideoVoiceDataWeb

As an integral part of Polycom's Structured VoIP Services, you will have access to the Endeavor Service Portal (ESP), an order entry, dispatching, and invoicing system that can be directly integrated with your back office system. This is just one benefit of Endeavor's structured approach to customized scalable field service. Additional features of this service include:

- **Standardized execution** – Guarantees implementation services will be performed in a uniform manner by trained and certified technicians, regardless of geography
- **Customized branding** – Ensures your logo will appear on all work orders, along with company scripts and checklists for Endeavor's onsite technicians
- **Return on Investment** – Guarantees customers have the knowledge to utilize the features of the installed hardware and IP PBX, resulting in reduced support costs and increased customer satisfaction
- **Customer training services available** - Certify our network of engineers to deliver your training courses. Polycom Structured VoIP Services offers the flexibility to deliver training courses based on your needs and specifications
- **Real time tracking** – Allows for easy access to services including order status, scheduling, technician arrival tracking, onsite log-in/log-out, quality assurance auditing, and all associated expenses
- **Robust reporting** – Every aspect of the installation is available online via real time reporting. Customized reporting available upon request
- **Detailed job costing** – As additional information to the distributor invoice, ESP can be provisioned to electronically aggregate service charges and detail expenses by dispatch result, end user, job type, or geography allowing you to import financial data into your OSS in order to pass through any desired charges to the appropriate end-user or department

What's more, the competitive pricing structure of Polycom Structured VoIP Services, and our unsurpassed commitment to customer satisfaction, gives you the assurance that the industry's most professional national implementation services are behind you every step of the way. Take your business to the next level with the rapid return on investment and impressive margins of Polycom Structured VoIP Services.

Polycom's portfolio of VoIP service solutions focus on ensuring that your customers' VoIP network is optimized for traffic in a manner that is sustainable and expandable, while maintaining efficiency and affordability. Through our global network of information, tools, and most importantly people, we deliver fast, reliable and effective support you can count on.

Make Great Things Happen with Polycom Structured VoIP Services

In today's Internet driven world, the ability to conduct real time communication and collaboration has become critical to an organization's survival. As the market leader in voice, video, data and Web solutions, our award-winning conference technology makes it easy for people to interact and maximize productivity – over any network, in just about any environment, anywhere around the globe. That's why more organizations worldwide use and prefer Polycom conferencing solutions. Because when people work together, great things happen. See how you, too, can achieve great things with Polycom Structured VoIP Services and Endeavor Telecom.

©2007 Polycom, Inc. All rights reserved.

Polycom and the Polycom logo are registered trademarks of Polycom, Inc. All other trademarks are the property of their respective owners. Information in this document is subject to change without notice.



Polycom Headquarters:

4750 Willow Road, Pleasanton, CA 94588 (T) 1.800.POLYCOM (765.9266) for North America only.
For North America, Latin America and Caribbean (T) +1.925.924.6000, (F) +1.925.924.6100

Polycom EMEA:

270 Bath Road, Slough, Berkshire SL1 4DX, (T) +44 (0)1753 723000, (F) +44 (0)1753 723010

Polycom Asia Pacific:

8 Shenton Way, #11-01, Singapore 068811 (T) +65.6389.9200, (F) +65.6323.3022

Part No. 3726-47018-001 Rev. 10/07