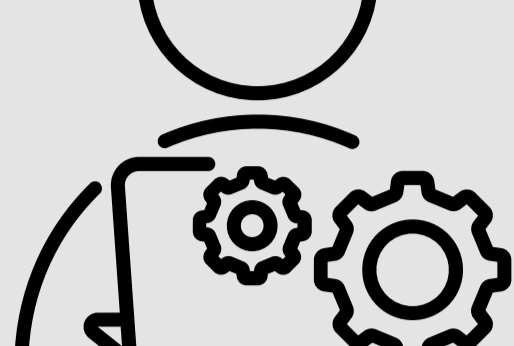
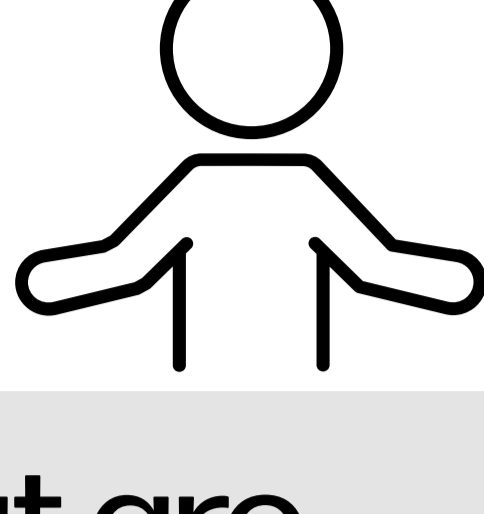


We're on duty 24/7<sup>1</sup> so you don't have to be

# HP Communication & Collaboration Managed Collaboration Services

Are your users demanding an equitable meeting experience but you're understaffed, lacking the right skillsets, or don't have enough time?



## What are managed services?

Managed services are outsourced services that handle specific responsibilities for you. HP Communication & Collaboration Managed Collaboration Services provide global 24/7<sup>1</sup> intelligent communications infrastructure and endpoint support, monitoring, management, and consultation to augment your IT resources.

### Why choose managed services?

- Transformation in the role of the workplace to hubs of creativity, collaboration, and fostering organizational culture
- Strategic importance of keeping room technology available and employees productive
- Global footprint is expanding and you need "always on" support
- Driving adoption and maximizing your investment is a strategic priority
- Undergoing major business transition
- Adding significant new intelligent communications capabilities
- Collaboration solution updates are falling behind
- Want to switch from CAPEX to OPEX to better manage cash flow

### Benefits

- Employee satisfaction
- Improve uptime
- Maximize ROI
- Lower TCO
- Reduce risk
- Accelerate success

### HP Communication & Collaboration Managed Collaboration Services

- Expert knowledge of managed services and Unified Communications (UC) experience
- Seamless integration, workspace analytics, and adaptive work policies
- Global presence
- Provide end-to-end vendor agnostic solution

## Choose the HP Communication & Collaboration Managed Collaboration Services that's right for you

### HP Managed Collaboration Services<sup>2</sup>

Wherever your team is, using Poly and HP gear, they just "hit the button" to securely join the meeting. They aren't wondering whether the tech will work. They're wholly focused on doing their best work. That's reliability made real. With proactive monitoring, flexible installation, and space usage insights, IT leaders can focus on moving the business forward, knowing their workforce is equipped to thrive.

### Private Hosted

Poly Private Managed Services can be hosted at your own data center or privately hosted in the cloud. We can lift the burden on your internal teams and help you meet changing requirements, all while keeping your collaboration solutions reliable and cost-effective.

## HP Communication & Collaboration Managed Collaboration Services

<p><b>98% availability</b> Service Level Objectives (SLO)-based</p>	>95% of issues solved donut chart"/> <p><b>&gt;95% of issues solved</b> proactively before users see an issue</p>	>98% remote resolution donut chart"/> <p><b>&gt;98% remote resolution</b> significantly lowers onsite service costs and resolution time</p>
<p><b>Infrastructure and endpoint monitoring and management</b></p>	<p><b>24/7<sup>1</sup> live concierge and service desk with multi-language capability</b></p>	<p><b>Service Delivery Manager</b> trusted advisor for service management, adoption, analytics, and reporting</p>
<p><b>Professional Services</b> for comprehensive services to define, design, and deploy</p>	<p><b>ISO 27001</b> security certification for data protection</p>	<p><b>ITIL compliance</b> change, security, problem, incident, capacity, release, and event</p>

1. 24/7 English language support is available in all countries where HP Managed Collaboration Services is sold.  
2. HP Managed Collaboration Services includes hardware, repair services, and analytics components and may include financing. HP Managed Collaboration Services requirements may vary by region. Please contact your local HP Representative for specific details in your location. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.