

# Expertise to meet your unique challenges

## HP Communication & Collaboration Support Services



## Peace of mind with the right support to match your needs

Communication & Collaboration Support Services help you meet a variety of business challenges with a comprehensive portfolio of market offerings and capabilities designed to meet your exact needs for your Poly solution. We are committed to providing best-in-class technical support to our customers and helping organizations drive increased end user success as you embrace new ways of working and achieve positive business outcomes through collaboration.

### DESIGNED FOR YOUR UNIQUE ENVIRONMENT

Our Support Services provide the right level of assistance and technical expertise, when and where you need it, to keep your end users productive, connected, and satisfied.

### FAST RESOLUTION

Gain access to unlimited priority 24/7 global technical support<sup>1</sup> and improved response times in Poly-enabled ecosystem cloud solutions.

### BUSINESS CONTINUITY

Should a failure occur our Support Services provide pre-paid advance hardware replacement with next business day shipping<sup>2</sup> to assure business continuity.

### ACCESS TO PREMIUM SOFTWARE

Deliver a superior end user experience and see greater technology adoption with enterprise integration, IT tools, and powerful capabilities to maximize success.

# Choose the right HP Communication & Collaboration Support Service for you

Gain peace of mind that you have chosen the right level of support for your business needs. Select the right market offering and add our optional capabilities to receive the exact level of assistance and technical expertise you need, when you need it. Keep your solutions running, your end users productive, and your IT team stress free.



## Poly+ – Unlock the potential of the possible with essential support

Rest easy with unlimited 24/7 priority global technical support<sup>1</sup> including improved response time in enabled ecosystem cloud solutions, advanced hardware replacement next business day,<sup>2</sup> and Poly Lens premium software.



## Poly+ Enterprise – Turbo charged Poly+ with premium support

Giving you everything from Poly+ and more! Enjoy hassle-free asset management with no need to track serial numbers, automatic coverage, designated Service Delivery Manager,<sup>3</sup> and premium software for your entire estate.



## Poly Elite – Proactive, personalized high-touch premium+ support

Proactive, personalized, high-touch support to manage your dispersed Communication & Collaboration environment around the world, helping you minimize risks through strategic upgrades and smart asset management.

### Resident Technical Services

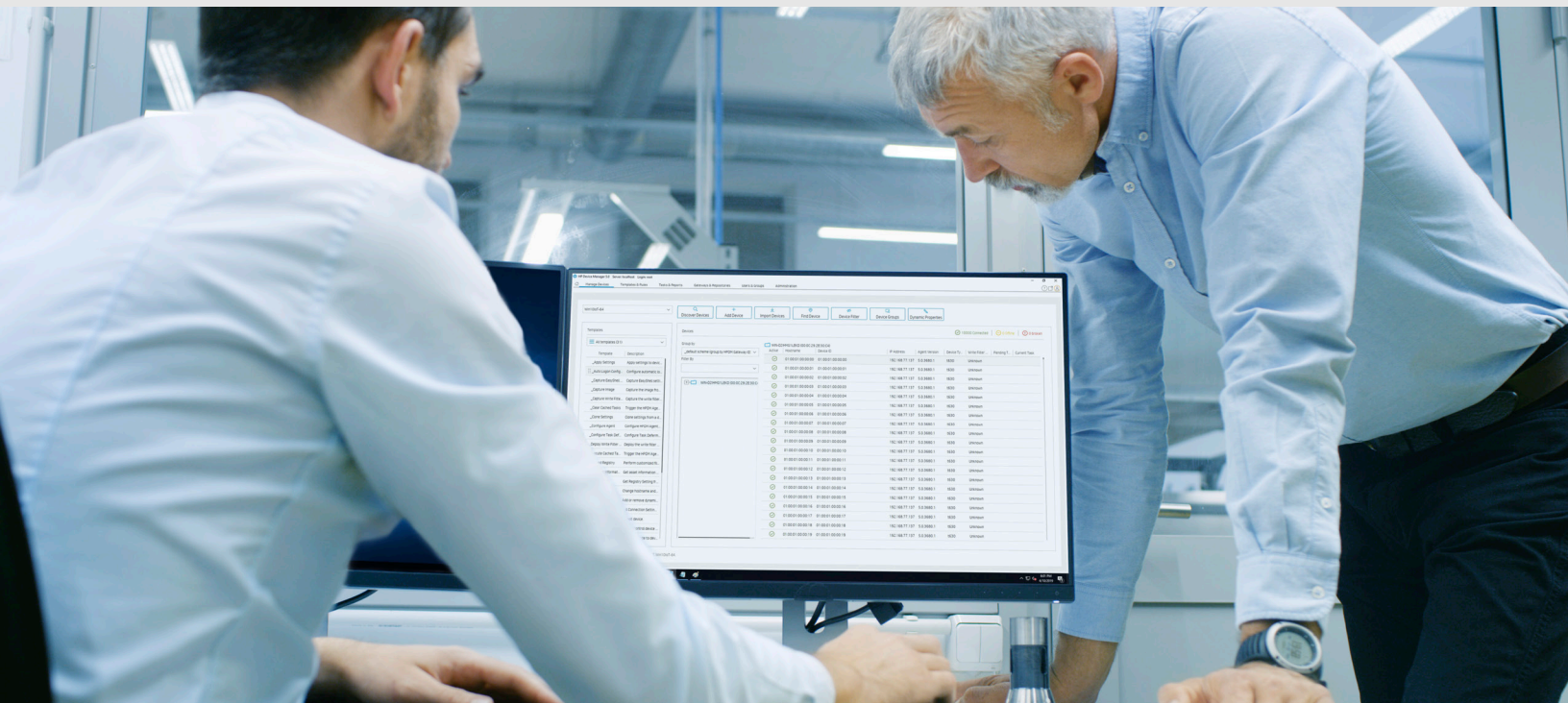
Bring our technical expertise to your site. Supplement your existing staff with continuous, onsite technical and networking expertise, supporting your daily operations.

### Service Delivery Management

Augment your internal resources, receive analysis and improvement recommendations, and accelerate adoption of your Communication & Collaboration investment.

### Technical Account Management

Your Technical Account Manager serves as your dedicated consultant, helping you grow, manage, and optimize your Communication & Collaboration investment and achieve desired business outcomes.





## Find the HP Communication & Collaboration Support Service that's right for you

For the best customer experience, we recommend the purchase of a Communication & Collaboration Support Service for your solution. Save time, money, and resources, and gain peace of mind by contacting your HP sales representative or authorized HP Channel Partner today.

Learn more at [hp.com/go/collaboration-services](https://hp.com/go/collaboration-services)



1. 24/7 English language support is available in all countries where HP Managed Collaboration Services is sold.
2. Poly provides advance replacement for any failed hardware component under most maintenance service programs. If Poly's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, the replacement part will be shipped by Poly (Monday through Friday) for advance replacement using an expedited carrier service. Poly will use best effort to process replacement part orders same day in order to meet local carrier pick-up schedules. The deadline for same-day processing is generally 3 pm local time to Poly's regional parts depot. Please visit the following link to find the advance replacement expected transit times per country, as well as shipping terms [ADVANCE PARTS REPLACEMENT | HP® Customer Support](#).
3. Included for customers that meet the required category thresholds. Please contact your HP sales representative or authorized HP Channel Partner for required category threshold details.