



# Sales Hot Sheet

## Polycom GoldSeal Services

### What is the GoldSeal maintenance offering?

Westcon Services are now able to offer a full helpdesk capability for Polycom video products providing Level 1 and Level 2 technical support. In addition to technical support, Westcon are now also able to offer onsite installation services for video endpoint products.

### Key Partner Benefits:

- For resellers that aren't able to provide or do not have a technical support capability they can use Westcon as their service partner
- 24x7 ticket logging and 10x5 support coverage by certified engineers with multi-vendor UCC expertise
- Access to Polycom for Level 3 support via Westcon
- Single point of contact for product and support in one purchase order
- Westcon systems will provide insight into renewal dates and help partners manage them to maintain and grow annual regular support income
- Westcon provides vendor escalation and maintains ownership throughout the incident

### Why Sell Polycom GoldSeal Services?

- **Make more margin!** Both Authorised resellers and Westcon make more margin by selling GoldSeal Services as opposed to selling the equivalent Polycom service.
- **Support is mandatory** for Polycom products; quote GoldSeal on every customer quote.
- Westcon GoldSeal service ensures that you capture **annual renewals revenue**.
- **GoldSeal reduces costs** for resellers as they are not required to invest in a technical support helpdesk capability and Polycom Service certification to gain additional discounts.
- Ensure that the **reseller and end user is fully supported** on the sales of Polycom Video products.



### What is covered with Gold Seal Maintenance?

Service Description (Monday to Friday)		SLA
Technical Support	24x7 ticket logging with 10x5 Westcon Email Support*	4 Hour Ticket Response
	10x5 Westcon Phone Support*	15 Minute Ticket Response
Software	Feature & maintenance releases software access	Included
Hardware	Hardware replacement	Next Business Day and best effort (subject to authorisation from Polycom and destination)

\* 7:00-17:00 UK Time / 8:00-18:00 Central European Time

■ Services delivered by Westcon

## What Service Level Agreements does GoldSeal Support offers?

Severity Level	Definition	Response Time	Commitment	Expected Resolution time
P1 Critical	An error that renders the product inoperative or causes the product to fail catastrophically; e.g. major system impact, system down	1 Hour	Westcon and customer will commit full-time resources to resolve the situation or obtain a work-around, during the business hours of the purchased support i.e. 24x7 or 10x5. 24x7 support is only available in English.	Same day
P2 High	An error that substantially degrades the performance of the product or materially restricts customers business; e.g. moderate system impact, system hanging	2 Business Hours	Westcon and customer will commit full-time resources during normal business hours to resolve the situation (or obtain workaround)	2 Working days
P3 Medium	An error that causes only a minor impact on customer use of the product; e.g. minor system impact, performance/operational impact	4 Business Hours	Westcon and customer will commit the necessary resources during normal business hours to restore service to satisfactory levels	5 Working days
P4 Low	A reported anomaly in the licensed product which does not substantially restrict the use of one or more features of the licensed product to perform necessary business functions	8 Business Hours	Westcon and customer will provide resources during normal business hours to provide information assistance as requested	10 Working days

### Polycom Video Endpoint Installation Service

The Polycom GoldSeal Video Endpoint Installation service allows resellers to offer professional services.

#### What is available?

Westcon Services offers the ability to deploy Polycom video endpoints and screens on customer premise.

- Pre-Deployment Planning - collection of information to install the solution. This can be done using a virtual site survey, by filling the Survey document or by having an optional onsite site survey
- Onsite Configuration
  - Installation of Video End Points like Polycom Realpresence Group Series, 310, 500, 700
  - Installation of non-Polycom Screen provided by the customer or reseller
  - Basic Configuration of Endpoints
  - Upon completion of the installation the system will be tested and demonstrated to the end user

The installation service is based on the completion of the Westcon Site Survey document and terms & conditions of the Statement of Work document for the Polycom Video Endpoint Installation Service. Westcon will issue this document for the customer to complete when the request is received.

- Standard Codec only Installation & Configuration  
WGPS-PLC-PKG-STD-VC-ONS
- Advanced Single/Dual screen up to 42" with local hands of reseller or end-customer Installation & Configuration  
WGPS-PLC-PKG-ADV-VC-ONS
- Premium Single/Dual screen over 42" with local hands of reseller or end-customer Installation & Configuration  
WGPS-PLC-PKG-PRE-VC-ONS
- Elite Single/Dual screens over 42" with 2 Westcon technicians Installation & Configuration  
WGPS-PLC-PKG-ELI-VC-ONS

#### Key Service Benefits:

- Single price point that covers both Planning and Configuration stages
- Westcon provide an entire solution, price competitive hardware and also ensure that the solution is deployed according to the highest standard, based on Polycom best practice
- Westcon Services enables resellers to go to market with an end to end Polycom offering
- Cost and time efficient deployment leads to higher customer satisfaction
- GoldSeal reduces costs for authorised resellers as they are not required to invest in highly skilled engineers – Westcon have already made this investment for them.

#### Which part codes to be used?

Please refer to the Polycom Pricebook for Goldseal part codes and use the following part codes for onsite installation:

- Basic Remote Configuration of Codec  
WGPS-PLC-PKG-BAS-VC-REM

### Westcon Services Contact