



## Resident Tech

With Poly Resident Technical Services, the right skilled resources to support your UC environment are available from a four-tiered model allowing flexibility and scalability in price. Options include onsite Resident Technicians or Resident Engineers, and onsite or remote Solution Engineers- your choice. And, if you require Secret or Top-Secret Security Clearance for any of the resources, we can support that, too.<sup>1,2,3,4</sup>

## Maintain smooth communication

Gain the resources you need that are dedicated to meet the unique needs of your mission-critical UC solutions running smoothly and optimized to support the communication and collaboration that enable better business outcomes.

## Extend IT resources

A trusted resident advisor reduces the burden on your IT team, providing a range of system administration and support duties across the solution lifecycle from installation to resolving issues to managing end-of-life, and freeing your IT professionals to handle other issues.

## Faster issue resolution

Minimize unproductive time with the highest level of support and fastest response times. The resident technician will provide a single point of contact and day-to-day management support with the right Poly resources to ensure rapid resolution of critical tasks and issues.

Data sheet

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## Features

### Direct access to Poly support

The resident technician is a single point of contact to Poly technical support, research and development teams, lab systems, and escalation management.

### A trusted advisor

Your resident resource is a trusted advisor for your business and communication needs. Bringing industry best practices, knowledge of your company, and technical expertise to answers and recommendations to enhance the performance and availability of your Poly solution.

### Choose your support options

Depending on your technical and business needs, gain support from a Tier 1 or Tier 2 Resident Technician, a Resident Engineer, or a Solution Engineer.

### Technical expertise

This Service is designed to bring Poly technical expertise directly to your site for lifecycle management, support, and system administration, as well as provide consultation for your collaboration solutions.

### Support daily operations

Located at your site the technician/s support daily operations, solve technical problems, and provide service-level management support and consultation for your Poly solution.

<sup>1</sup> Depending on site complexity, Poly will provide the Customer with one or more Technicians located at the Customer's designated site for the term specified on the PO commencing no later than ninety (90) days after receipt of the PO. The Technician start date is contingent upon Poly's ability to locate a candidate reasonably acceptable to the Customer within thirty (30) days after receipt of the PO.

<sup>2</sup> The standard engagement for a Technician is for a 12-month period, but the term is pro-ratable to any number of months.

<sup>3</sup> There is a one-time program start-up fee for each Technician that covers the hiring of the Technician.

<sup>4</sup> All Technicians are subject to resource availability.

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