



Poly Room Solutions for Microsoft Teams (G10-T, G40-T and G85-T) Assessment and Onboarding Service

Begin your customer's Poly Microsoft Teams Room (MTR) journey with Poly Professional Services. We are here to help your customer kickstart their journey from Assessment, Design and Deployment right through to their day-to-day operations and adoption. Poly MTR provides a complete meeting experience that brings HD video, audio, and content sharing to meetings of all sizes, from small huddle areas to large conference rooms. This service allows for happy customers with healthy and well-performing rooms, so they are ready to expand and deploy with confidence.

The Poly Room Solutions for Microsoft Teams Assessment and Onboarding Service consists of four key deliverables – and customers need to purchase a minimum of two at time of order. The Service has been designed to provide an end-to-end journey. The four deliverables are:

- **Remote Assessment and Design Workshop (up to four hours)**
- **Remote Network Readiness Workshop (up to four hours)**
- **Remote Installation and Configuration for up to three Poly MTR kits (up to eight hours)**
- **Remote Training and Adoption Workshop (up to four hours)**

Remote Assessment and Design Workshop

At Poly we understand the value in providing expert guidance to ensure your customers experience and deployment of Poly MTR solutions are successful. To begin their Poly MTR journey, Poly will help your customer determine the right design and deployment plan for their Poly MTRs. We perform these consults through two remote workshops delivered by our Microsoft-certified Poly experts. These workshops provide and equip customers with the knowledge to be able to roll out their Poly MTR solutions with assurance. The workshops are as follows:

1. **Assessment Workshop (up to one hour)** – The assessment workshop involves a Poly Consultant(s) working with the customer's team to understand and validate related use cases, identify pre-work and readiness tasks, and desired end user experience and outcome.
2. **Design Workshop (up to three hours)** – The design workshop will focus on the overall design and placement of the Poly MTR solution within the desired rooms.

Remote Network Readiness Workshop

Poly will deliver of a basic network readiness workshop for up to four hours which will help to check the network pre-requisites for the Poly MTR and determine if the customer's network can perform at a consistent, optimal level for carrying real-time media traffic. We don't expect network conditions to be a showstopper, but we do run through a series of validations and checklist items just to ensure the best experience. The good part is that Microsoft Teams uses audio and video technology which can adapt to most network conditions.

Remote Installation and Configuration

Poly will assist in deploying up to three Poly MTR kits. The deployment is delivered in two stages:

1. **Account Configuration** – Poly will assist your customer in configuring their Microsoft Teams environment to support their new Poly MTR's.
2. **MTR Installation** – Implementation of up to three Poly MTR kits will be completed remotely. If onsite is preferred, our Onsite Smart Hands SKU will need to be quoted and purchased separately for each Poly MTR kit. For the implementation, the Poly Remote

Engineer will work with either customer allocated resource, or if Onsite Smart Hands SKUs are purchased, a Poly Smart Hands resource will setup the Poly MTR kits out of the box. For either installation model, once the implementation has been completed, Poly will execute a basic calling and feature functionality test plan for each kit deployed (up to a maximum of three kits). Installation assistance of additional Poly MTR kits (beyond the three included) can be purchased separately.

Remote Training and Adoption Workshop

Poly will provide a remote knowledge transfer and handover to the customers operational team by providing up to two hours of knowledge transfer for up to four people to familiarize the customers Microsoft Teams administrators with the solution that has been delivered. As part of the knowledge transfer, we will hold a train the trainer (selected customer teams admin) session for the end user experience.

Poly will additionally provide customers with a Poly MTR quick start guide which they can distribute to their end users to help drive adoption from day-one use of the new Poly MTR.

Next Steps

1. Let your customers know that Poly can now help them on their Poly MTR journey with this service.
2. Purchasing all four modules is strongly recommended. However, if all four are not necessary, a minimum of two modules of the service must be ordered, i.e. two workshops, or one workshop and the remote installation and configuration module must be ordered.

Deliverable	SKU	Quantity
Remote Assessment and Design Workshop	6867-07805-011	1
Remote Network Readiness Workshop	6867-07805-011	1
Remote Installation and Configuration	6867-07805-004	1
Remote Training and Adoption Workshop	6867-07805-011	1
Onsite Smart Hands Uplift	4870-SMTHND-005	As required
Remote Installation for each additional Poly MTR Kit	4870-ECOSYS-002	As required

3. **Americas/EMEA/APAC** - Work with your customers to have them place an order for the required quantity of consulting days using the below SKU options
 - a. Reach out to your Services Sales representative for more information and quoting.
 - b. Complete a PS Consulting Engagement request form for this consulting service at <http://psconsulting.poly.com/>.

