

At a glance

Ingram Micro's Poly+ Partner Service provides technical assistance to customers from 1st line support to 3rd line expertise. We act as a single point of contact for customers to report problems and request technical assistance with issues related to their Poly video conferencing and voice products. Our expert team of certified Poly Voice & Video professionals and field technicians operate according to ITIL and ISO aligned processes for best results.

Key Features

- **Unlimited global 24x7 technical support:** Help whenever it is needed via our self-service portal, phone, email, and online chat
- **Advance hardware replacement:** Customers can replace their device with next-business-day shipping, ensuring voice and video estates have maximum availability
- **Upgraded premium software:** Enhanced tools and capabilities delivering a superior user experience and greater adoption across the entire enterprise
- **Ecosystem cloud partner support:** Improve response times in Poly-enabled ecosystem cloud solutions like Microsoft Teams, Zoom and RingCentral. We will act as your primary point of contact to resolve any technical issues you may have

Why Ingram Micro

Ingram Micro Services supports channel partners with expertise, solutions, and services to win more business and deliver true service excellence, every time.

Choose our team of certified Poly Voice & Video professionals and field technicians for cost-effective Poly+ support and enjoy savings of up to 30% compared to buying directly.

With 20+ years of experience providing support services to the channel, we have proven expertise in solving issues within industry-leading resolution times. We also offer Professional Services for Poly devices and ecosystem partners, including installation and deployment for voice and video solutions.

For more information on Ingram Micro Poly branded services:

Contact our dedicated UCC team today! ucc@ingrammicro.com

Expert support for Poly devices

An organisation's Poly solutions may be rock solid, but if an incident occurs, they are covered with our Poly+ Partner Service. This service provides access to our Poly experts whenever needed, with unlimited global 24x7x365 technical support. End users will always be ready to work with advance hardware replacement with next business day shipping. And with upgraded access to premium software, customers get superior insights and management tools to keep devices up, running, and ready for action.

Key Benefits

- **Business continuity:** Advance hardware replacement ensures fast problem resolution and voice and video estates have maximum availability
- **Cost effectiveness:** Customers can enjoy savings of up to 30% compared to buying directly
- **Increased adoption and customer satisfaction:** Remote support to ensure customers have the information and knowledge to use devices effectively
- **Enhanced ROI:** Greater adoption and expert support leads to increased ROI and resource savings

