



Backgrounder / 05/2009

# Symetria Support Organisation

## Symetria Ltd working with Polycom® Global Services: World class support across the globe!

The Symetria Support Organisation consists of **Polycom infrastructure equipment and professionals** located at Symetria offices in Tagelswangen and Geneva. We are in permanent interaction with the Polycom 3<sup>rd</sup> level support group as well as with Polycom R&D for solving product related issues.

Our support services base on an especially elaborated **Service Level Agreement (SLA)** for more extending projects.

Due to our **know-how**, our **experience** and our own **infrastructure**, consisting of RMX 2000 and MGC MCU's, PathNavigator Gatekeeper, ReadManager SE 200 as well as endpoint systems, we are able to solve 90% of the support cases without the involvement of Polycom.

Our **helpdesk** is available during Swiss business hours; from 07:30 until 18:00 h CET. Mobile phone numbers are provided for **emergencies** outside the standard business hours. In addition to our support services, we also offer installation services, which include the pre-install coordination, on-site installation, live system test and hands-on user training.

More detailed information on our different support and maintenance coverage are explained and described in the following chart.

## Warranty and Maintenance Contract

Symetria offers an industry compatible **warranty** in conjunction with Polycom. This warranty covers the software for ninety (90) days and hardware for one (1) year unless otherwise stated at the time of purchase. The warranty commences from the date of purchase.

The warranty is part of the product attributes and covers software, hardware manufacturing and component defects. Although this warranty covers the system for a specified period of time it is only a very basic service and excludes many of the features of a service agreement.

But this warranty may not be enough! It is much more effective to upgrade the warranty to a **service contract** at the time of purchase of the equipment to ensure, should assistance be needed, that you receive a priority response, reduce any downtime and receive software upgrades, as released. As the complexity and stability of our software continues to grow and improve, the most cost effective way to stay up-to-date is to conclude a service agreement.

The following table lists the features of the different **service levels** compared to the warranty. We offer a 1 or 3 years coverage with both levels.

## Overview of Warranty and Maintenance Services

COVERAGE	WARRANTY	PREMIER MAINTENANCE	PREMIER PLUS MAINTENANCE
HARDWARE DOA	Fails to function at time of installation, hardware replacement is shipped within two (2) business days of issuance of the RMA.	Shipping of hardware replacement on next business day* (excluding on-site intervention)	Shipping of hardware replacement on next business day* (including on-site intervention)
SOFTWARE PROBLEMS	First ninety (90) days software updates <sup>1</sup> inclusive maintenance releases and bug fixes only. Excludes software upgrades <sup>2</sup> .	Unlimited availability of bug fixes, update and upgrades as released*.	Unlimited availability of bug fixes, updates and upgrades as released* (customer is responsible for the installation, configuration, training of these)
HARDWARE FAILURES	One (1) year of factory return and repair. Repaired unit will be shipped back to customer within 30 days after receipt by Polycom. Customer pays freight and insurance.	Unlimited coverage, no additional charges, priority response, provides next business day shipping of replaceable unit (excluding on-site intervention)	Unlimited coverage, no additional charges, priority response, provides next business day shipping of replaceable unit (including on-site intervention)
TECHNICAL SUPPORT	Limited telephone access for duration of hardware and software warranty, website for general information	Unlimited*; technical telephone support during office hours. Website access for general information, e-service, password access to technical information, tech tips, FAQ's and software full case management capabilities and escalations (excluding on-site intervention)	Unlimited*; technical telephone support during office hours. Website access for general information, e-service, password access to technical information, tech tips, FAQ's and software full case management capabilities and escalations (excluding on-site intervention)

\* For duration of valid service agreement, excludes any additional hardware, required to support the software upgrade

<sup>1</sup> Software updates = minor features and bug fixes

<sup>2</sup> Software upgrades = major feature enhancements

Support Service Features	WARRANTY	PREMIER MAINTENANCE	PREMIER PLUS MAINTENANCE
Telephone technical support	Limited	●	●
Escalation support	●	●	●
On-line support	●	●	●
Around the clock test facility	●	●	●
Advance parts replacement		●	●
30-day return to factory parts support	●		
Software updates & upgrades	Updates only	●	●
On-site interventions (hardware failures only)			●

## Process of Emergency Case

