



Service Description

SUMMARY

This Service Description outlines the Microsoft Cloud Accelerator workshops that are available for delivery by Poly to help drive intent and to enable Customers to accelerate their journey to Microsoft Teams (the “Service”).

The Poly set of Microsoft Cloud Accelerator workshop offerings consist of three service options to choose from:

- **Microsoft Teams Calling Workshop**
This two-day engagement is designed to help Poly Customers experience Microsoft Teams Calling with Phone System capabilities. This remote workshop will showcase the calling capabilities through immersive experiences, use-cases, and deep-dive planning, resulting in actionable recommendations for the enablement and adoption of Microsoft Teams for Calling.
- **Microsoft Teams Meeting and Meeting Room Workshop**
The Microsoft Teams Meetings and Meeting Rooms remote workshop is a two-day engagement designed to improve the Poly Customer meeting room experience and understand how to best leverage voice and video solutions. This workshop will also help to showcase modern immersive experiences, use-case design, and deep-dive planning, driving meeting culture transformation.
- **Secure Work from Anywhere Workshop**
This two-day remote engagement is designed to introduce the value of Microsoft 365 to new and existing Poly Customers, highlighting scenarios that leverage voice and video solutions enabling their employees to be more productive and secure from any location.

The Poly part number covered by this Service Description is below. Based on the workshop service option(s) selected, a price will be quoted accordingly.

Part Number	Description
6867-07805-006	Professional Services Consulting Custom Offer. Does not incl T&E (unless specified in agreement). For use with Consulting Serv on Implementation, Installation or Upgrade Serv. Consulting Effort and Sched Agreement required to define focus of Consulting.

POLY COMMITMENTS

Poly will:

1. Provide a Project Manager and a Solution Consultant (collectively, the “Poly Project Team”).
2. Coordinate an initial, remote Project kick-off meeting between the Customer and the Poly Project Team to review the delivery process.
3. Work with the Customer Primary Contact to gather the required information for producing all deliverables for the Project.
4. Fulfill all stated deliverables for the Project, as applicable.
5. Obtain the Customer’s confirmation of Project completion and completion of Customer Post-assessment Survey.

[Customer Commitments follow this page]

MICROSOFT CLOUD ACCELERATOR WORKSHOPS

CUSTOMER COMMITMENTS

The Customer will:

1. Participate at every stage and aspect of the Workshop(s) and perform any Customer-based tasks required for Workshop completion signoff within the mutually agreed timeframe.
2. Fulfill all information requests, pre-engagement questionnaires, surveys, including, without limitation, completion of requirements gathering documents at least two (2) weeks in advance of any applicable Poly deliverable deadline.
3. Provide any access necessary for Project completion to systems including, without limitation, video, voice, data, messaging systems, and other integrated systems, both on premises and cloud based at agreed upon times.
4. Provide adequate access to the necessary personnel needed to successfully complete the engagement including:
 - a. Executive Sponsor
 - b. A Customer project manager responsible for the overall coordination and for scheduling logistics
 - c. Appropriate Technical Administrator, Architect and/or Technical Lead
 - d. IT object owners for identity and security during all phases of the assessment
 - e. Office 365 and Azure Tenant Administrators to enable access to required enablement tools
5. Provide the following:
 - a. Access to any relevant documentation, including as-builts and usage reports if available
 - b. Access to necessary stakeholders for the Workshop sessions

WORKSHOP DETAILS AND DELIVERABLES

Microsoft Teams Calling Workshop

1. Overview
 - a. Assess (Pre-work questionnaire).
 - b. Identify key business decision maker stakeholders.
 - c. Gather information about Customer environment.
 - d. Research Customer challenges and opportunities.
 - e. Prepare for the Microsoft Teams Calling Workshop.
2. Evolution of Voice
 - a. Demonstrations
 - i. Microsoft Teams Calling
 1. Microsoft Teams to Microsoft Teams calling
 2. Microsoft Teams to PSTN calling
 3. PSTN to Microsoft Teams calling
 - ii. Microsoft Teams Devices
 1. Headsets
 2. Phones
 3. Speakerphones
 - iii. Advanced scenarios
 1. Executive/admin delegation
 2. Call queue and auto-attendant
 3. Attendant console
 4. Analog Devices (elevator phone, common area, waiting room, alarm systems, paging systems)
 5. Contact Center integrations
 - b. PBX to Microsoft Teams journey

MICROSOFT CLOUD ACCELERATOR WORKSHOPS

3. Build the Plan
 - a. Adoption Change Management
 - i. Communication
 - ii. Training
 - b. Scenario Discovery
 - i. User analysis
 - ii. Telephony to Microsoft Teams analysis
 - iii. Feature mapping
 - c. Workload Analysis
 - i. Licensing
 - ii. Phone System
 - iii. Calling policies
 - d. Closeout
4. Deliver the Plan
 - a. Findings and recommendations
 - b. Customer deployment plan
 - c. Next steps and actions

Workshop outcome:

- Evaluation of your current telephony and PBX needs.
- Environmental and workload analysis.
- Demonstrate the end-to-end Microsoft Teams Calling experience.
- Direction on how to transform various user profiles into modern collaboration and communication environment.
- Customized report-out with actionable recommendations you can follow to enable and adopt Microsoft Teams for Calling.

Microsoft Teams Meeting and Meeting Room Workshop

1. Pre-Engagement Assessment
 - a. Identify key business decision maker stakeholders.
 - b. Gather information about Customer environment.
 - c. Research Customer challenges and opportunities.
 - d. Prepare for deep-dive planning workshop module.
2. Art of the Possible
 - a. Showcase Microsoft Teams meetings capabilities and uncover business use cases and priorities.
 - b. Modern meetings vision.
 - c. Microsoft Teams Rooms and devices vision.
 - i. Showcase Poly solution options with Microsoft Teams as your meetings and rooms solution.
 - d. Immersive experience across:
 - i. Meeting at your desk (PC).
 - ii. Meeting on the go (mobile).
 - iii. Meeting in the conference room.
 - iv. Broadcast live events.
3. Meetings Planning Workshop
 - a. Build the plan to deploy and adopt Microsoft Teams meetings and meeting rooms within your organization.
 - b. Discover meeting use cases.
 - c. Discuss devices and meeting room strategy.
 - d. Determine environment, site and network preparedness.
 - e. Develop deployment and adoption framework.

MICROSOFT CLOUD ACCELERATOR WORKSHOPS

Workshop outcome:

- Align to Microsoft Teams Meetings and Rooms Vision.
- Deliver a hands-on experience for Microsoft Teams Meetings.
- Determine use case and scenarios for Microsoft Team Meetings.
- Determine environment, site and network preparedness.
- Develop deployment and adoption framework for Microsoft Teams Meetings and Rooms.

Secure Work from Anywhere Workshop

1. Prepare
 - a. Define scope, identify stakeholders, and gather information on current environment and workloads to be enabled or optimized.
2. Envision
 - a. Overview of Work from Anywhere scenarios
 - b. Customer immersive experience
 - c. Cost savings and business value
 - d. Adoption and usage scenario prioritization
3. Plan
 - a. Environmental analysis
 - b. Identity
 - c. Microsoft Teams workload analysis
 - d. Securing Microsoft Teams Anywhere and foundational security
 - e. Activation and enablement
 - f. Risks and mitigations
 - g. Report and recommendations

Workshop outcome:

- Prioritized secure work from anywhere scenarios and identify Microsoft 365 opportunities.
- Actionable plan to quickly move to a secure work from anywhere environment.
- Environmental assessment of current state.
- Identify potential blockers and challenges.

SCOPE OF THE PROJECT

The scope of the Project includes only those tasks that appear in this Service Description (the "Scope"). If the Customer requires additional services outside this Scope, Poly will discuss the requirement for such services with the Customer prior to any such task being performed. Any changes and associated fees will be documented and mutually agreed using Poly's Change Order Process. Any deliverable that is not identified as in Scope in the body of this Service Description is Out-of-Scope.

PROJECT COMPLETION

At the conclusion of the Project, Poly will verify that the deliverables have been completed as defined in this Service Description and the Customer will sign off on the Completion Form.

The Service Project will be deemed completed upon the earlier of:

- Signature by Customer of the Completion Form; or
- Seven (7) days from the submission of the Completion Form to the Customer provided Poly has received no written objections from the Customer to the submission of the Completion Form.

MICROSOFT CLOUD ACCELERATOR WORKSHOPS

If the Customer objects to signing the Completion Form, the Customer and Poly shall agree on the objections by documenting them in the “Notes” portion of the Completion Form. For clarity, objections shall only include issues specifically related to this Service. Once Poly has remedied the objections, Poly will resubmit the Completion Form for signature. If Poly is required to address any issues covered by the Completion Form after sign-off by the Customer, and such issues are not caused by Poly, additional fees may apply at Poly’s then-current time and materials rates.

SECURITY MANAGEMENT

Poly’s Information Security Management System (“ISMS”) is based on best practices and is aligned to the ISO27001 framework. In order to prevent security incidents and detect vulnerabilities, Poly uses Security by Design (products are hardened and network ports are only allowed as necessary) and Privacy by Design (access is only allowed via least privileged and need-to-know methodologies and data is encrypted in transport and at rest as needed) principles. When anomalies are identified, they are promptly investigated to determine if a security or privacy incident has occurred. In the event that an incident is identified that affects the delivery of the Services or the confidentiality, integrity, or availability of Customer data, the Customer will be notified in a timely fashion. Self-service information may exist on the Poly Online Support Center at <https://support.polycom.com/content/support.html>. Privacy information is available at <https://www.poly.com/us/en/legal/privacy>.

TERMS AND CONDITIONS

This Service Description is subject to the Poly Service Terms and Conditions for End User Customers at:

<https://www.poly.com/us/en/legal/terms/services-terms-and-conditions>

In the event of a conflict between the terms of this Service Description and the Poly Service Terms and Conditions for End User Customers, the Poly Service Terms and Conditions for End User Customers will apply.

All capitalized terms used and not otherwise defined herein, excluding proper nouns and other grammatically required capitalization, shall have the meaning set forth in the Poly Glossary located at:

<https://www.poly.com/content/dam/www/products/services/doc/polycom-glossary-of-terminology-and-abbreviations-guide-en.pdf>



© 2020 Plantronics, Inc. All rights reserved. All Polycom® names and marks associated with Polycom products are trademarks or service marks of Plantronics, Inc. and are registered or common law marks in the United States and other countries. Poly and the propeller design are trademarks of Plantronics, Inc. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient’s personal use, without the express written permission of Plantronics, Inc.