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Desk hours - 8:30-8:00 Eastern

Market Development – Stefan Buczak

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Vendor Program Overview

Polycom is an industry leader in unified collaboration solutions. The Polycom Partners Licensing Desk provides volume discounts and simple access to electronic product licenses.

Key Products

[Telepresence Solutions](#)

[Video Conference Systems](#)

[Management Applications](#)

[Conferencing Infrastructure](#)

[Recording and Streaming](#)

[Security and Remote Access](#)

[Accessories](#)

Maintenance/Support

Maintenance is required with all Video, Management Applications, Conferencing/Infrastructure and Recording/Streaming products. Maintenance provides tech support and product updates. It is available as premier or premier plus (on-site support) levels. One and Three year versions are available.

Authorization Requirements

Polycom restricts the sale of Video, Management Applications, Conferencing/Infrastructure and Recording/Streaming products to Polycom Certified Partners only.

To learn more about the certification process, please contact the Polycom-Licensing@ingrammicro.com for details.

Ordering Requirements

To assure prompt processing of your Polycom Purchase, please be sure to include the following information when placing your order with us:

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)
7. Serial key(s) of licenses being upgraded/renewed
8. Service is mandatory on all Video, Management Applications, Conferencing/Infrastructure and Recording/Streaming products. Please be sure to have the correct service agreement attached with all new purchases

Product Delivery

Polycom's normal processing time on orders is 4-5 business days. However Ingram does stock some of the products and if applicable we will ship from our stock before shipping from Polycom directly. Polycom currently does not provide a welcome letter with the purchase of a service agreement. The end-user can look up the status of their serial number through Polycom's Partner Portal.

Renewals

If the customer has a product that is more than 90 days out of renewal or they have never purchased service for the product (which is also 90 days out of purchase) they must backdate the start of the service or be charged with a re-activation (re-ac) fee.

Pricing Programs

Polycom currently requires an additional Federal Certification in order to quote or sell to any Federal Entity. For a brief overview, please see below-

The Polycom Federal Certification provides an exclusive channel program strategy and benefits tailored for partners who are invested and experienced in the federal marketplace.

Polycom's Federal Certification is designed to establish or improve federal competencies and expertise within Polycom's federal partner community, in order to improve customer satisfaction, grow market share and increase margins.

For more information, please contact the Licensing Desk.