



avsnet's Expert Installation and Support lets Polycom Show Off its Solutions

Objective

As a leading provider of video and voice conferencing solutions, Polycom's executive experience centres showcase the very best in its innovative collaboration solutions.

The aim?

Find a provider who would respond quickly to technical issues and provide ongoing support to the same high standards that underpin its own services.

What Made avsnet Stand Out?

1. Quality of previous installations and projects
2. Technical knowledge and expertise
3. A dedicated service team
4. Specialisations and accreditations
5. Polycom Platinum Partner status
6. The experience it showed during recent high profile Polycom projects

Key Features

- Leader in HD video conferencing, voice conferencing and telepresence solutions
- Over 415,000 customers and 68 offices worldwide
- Enabling companies to defy distance, increase productivity and provide better customer service

"With over 20 crucial meetings a week in our London and Paris locations, we needed our technology to be reliable, functioning correctly and really showing off the Polycom video experience we are known for."

Graeme Fish

Polycom - Director, EMEA Theatre Experience Centres

The Solution

- **What did avsnet deliver?** The company redesigned the showcase rooms and installed a customised AV and video conferencing suite.
- **Why?** To enhance video interviews and improve the user experience for presenters.
- **What was provided post deployment?** avsnet's renowned support services with one single, dedicated point of contact.
- **What happens if they are not available?** Polycom has access to a full service-desk and engineering team via telephone support.

Results

"We have a great working partnership with avsnet. Our projects were completed on time and to an extremely high standard. avsnet has been great throughout, from pre-project through to post deployment support and their advice on the best solutions for our needs was extremely helpful," said Fish.

The Polycom team now have video interviews that run **much smoother**, equipment that's **easier to use** and the ability to set up meetings **even faster**.

The new meeting rooms' added functionalities have **enhanced the overall video conference experience** and enable presenters to **better demonstrate** the benefits and features to potential customers, all with the confidence that the equipment will work **seamlessly and reliably**.

When technical issues have occurred, Polycom have received expert support from its single point of contact, with avsnet's engineers ready to resolve issues on-site quickly and efficiently.



"We couldn't have asked for more from avsnet. Making the switch has been a great success. We now have a more stable video conferencing environment. We've had less trouble tickets since installation and when we do have issues, avsnet's team are quick to respond and resolve them."

Graeme Fish

Polycom - Director, EMEA Theatre Experience Centres

About avsnet

Established in 2005, avsnet is a communication and collaboration solutions provider unlike any other. It has an outstanding track record of delivering immediate, sustainable business improvement to organisations of every size and sector.

Its extensive technical knowledge underpins a broad portfolio. This includes visual communications, unified communications, collaboration solutions and an unrivalled understanding of the corporate network. avsnet only recommends best-in-class technology to deliver the benefits you expect.

From managed services and implementation services, to flexible consumption models and usage and adoption programmes, its expert team will identify the optimal solution for your business.



For more information about avsnet and our services please visit www.avsnet.co.uk or phone us on: **0203 005 3585** or email: sales@avsnet.co.uk