



THE MODERN COMMUNICATION & COLLABORATION HANDBOOK

NEW RULES & TOOLS FOR TODAY'S WORKFORCE





TABLE OF CONTENTS

- 3** WORK IS NO LONGER A PLACE. IT'S WHAT YOU DO.
- 4** CHALLENGES AND OPPORTUNITIES
- 5** HOW WORK IS EVOLVING IN KEY INDUSTRIES
- 6** POWERING THE WAY WE WORK
- 7** KEY CONSIDERATIONS FOR YOUR WORKFORCE
- 8-10** POLY WORKSPACE SOLUTIONS
 - Audio and Video for Individual Workspaces
 - Video Conferencing for Group Spaces
 - Microsoft/Zoom Room Kits
- 11-12** IT MANAGEMENT TOOLS AND SERVICES
- 13** SEE THE POLY DIFFERENCE
- 14** MAKE HYBRID WORKING A REALITY

WORK IS NO LONGER A PLACE. IT'S WHAT YOU DO.

Work is no longer about commuting to the office and sitting in the same cubicle every day. Employees have come to expect the flexibility to work at different locations and stay connected through remote collaboration.

It's a trend with no sign of stopping. The next homes will be built with dedicated workspaces. The next remote work policies will be far more expansive. Teams will become more virtual. Co-workers will live further apart while still working closely. Pretty cool.

IT plays a critical role in keeping your workforce connected, productive, and equipped to look and sound their best. And audio and video solutions are key to supporting great communication and virtual meeting experiences. But with so many devices to choose from, where do you begin?

This handbook scans today's work landscape and introduces the Poly audio and video solutions that empower your people and your entire business to thrive in a work-from-anywhere world.



ACCORDING TO IDC, 40% OF COMPANIES WILL REDESIGN THEIR WORK MODELS TO SUPPORT THIS HYBRID WORKFORCE, INCLUDING PHYSICAL WORKSPACE, TOOLS, AND ENDPOINTS.¹

CHALLENGES AND OPPORTUNITIES

A primary challenge for IT leads is how to give all your employees the same presence, wherever they're working. This also provides an opportunity to enable all your employees to fully collaborate, better engage with clients, and be more productive.

Professional-grade audio and video solutions are built to maximize the capabilities of your cloud communications platforms, and manage audio and visual distractions so employees stay highly connected and look and sound their best consistently, regardless of location.

63%

of high-growth companies have already adopted a “productivity anywhere” workforce model.²

7.4%

revenue growth per year experienced by companies whose employees feel highly connected to each other, their leaders, and their work.³

60% +

of hybrid workers have seen their productivity and quality of work increase.⁴

HOW WORK IS EVOLVING IN KEY INDUSTRIES

Vital sectors like healthcare, education, and government agencies have adapted how they communicate and collaborate. Take a look at how technology enabled their evolution and can continue to play a role in their long-term success.

HEALTHCARE

Virtual appointments are increasingly being used alongside in-person visits, and 93% of providers say they are likely to continue to use telehealth.⁵

- Practitioners use telehealth visits to reduce the spread of infections and increase patient convenience.
- Psychologists and psychiatrists use phone and video calls to check in with patients and keep tabs on their mental health.
- Medical schools and teaching hospitals run remote classes on techniques, best practices, and more.
- Functional teams and executives perform more duties in virtual and remote spaces.

EDUCATION

Most schools have returned to in-person learning. But the ability to deliver classes virtually enables teachers to reach students with different learning styles, and continue through health emergencies, inclement weather, and other disruptions.

- Elementary and high schools have become adept at providing virtual learning experiences that include access to reliable computers, learning software, video cameras, and other peripheral devices for staff and students.
- Universities have adopted a hybrid model that enables students to learn in-person or remotely through immersive virtual learning modules and easy access to course materials.

CENTRAL GOVERNMENT AGENCIES

The ability to deliver services virtually enables central government agencies to continue to serve citizens during dynamic conditions and provides expanded access.

- Agencies have implemented audio, video, and conferencing capabilities that eliminate distractions and support high-quality communication, wherever workers are.
- Agency IT leaders continue to develop long-term hybrid work strategies to ensure business continuity and productivity day to day and during future pandemics or disasters.
- Organizations have learned to balance seamless communication and collaboration with the ability to secure meetings, collaborative spaces, and information shared in these spaces.

POWERING THE WAY WE WORK

To create a hybrid workplace that meets employees' needs and supports collaboration and productivity, you need more than smart technology. You need a strategic partner that makes buying, adoption, and support as simple as possible.

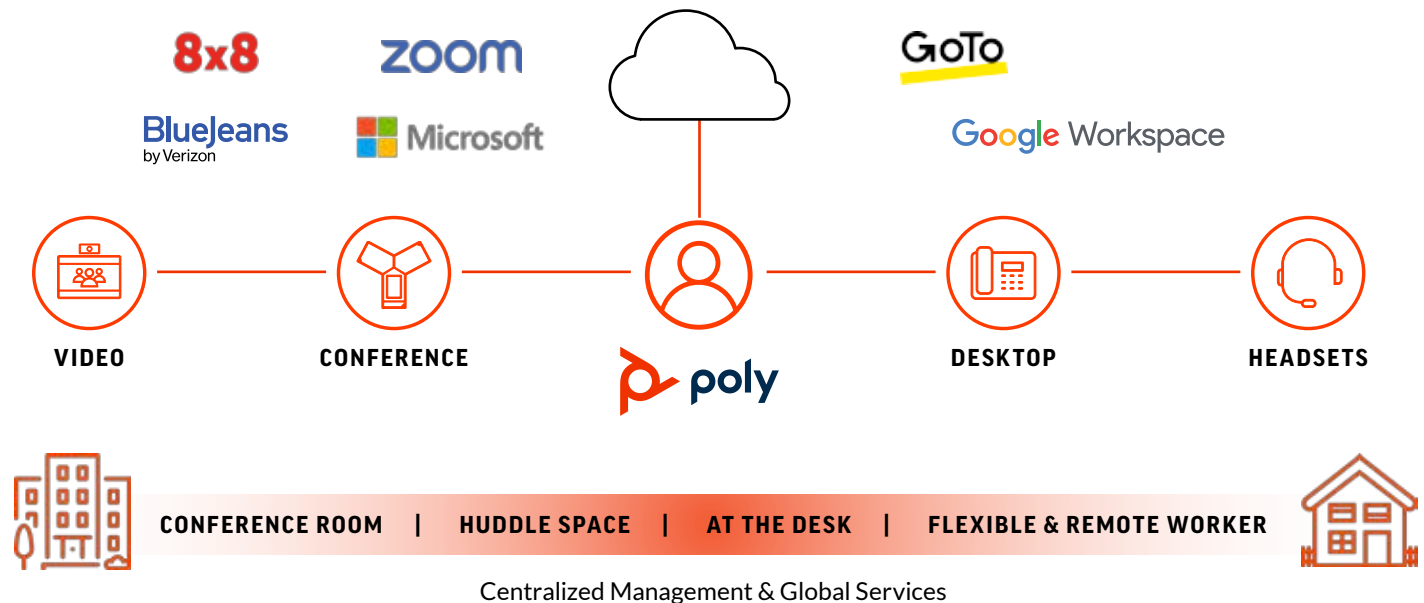
That's where Poly can help. We offer solutions for every workstyle and workspace: headsets, video devices, desk and conference phones, management software, and global services and support.



“As distance and remote working continues for many organizations, the need for a wide variety of UCC integrated devices will remain a top priority. No other vendor comes close to Poly’s deep portfolio of devices for home, office, and everywhere in between.”

ALAA SAAYED
INDUSTRY DIRECTOR,
FROST AND SULLIVAN

OUR END-TO-END PORTFOLIO OF SOLUTIONS AND SERVICES, ACROSS EVERY WORKSTYLE AND SPACE, INCLUDES INTEGRATION WITH KEY UC PLATFORMS.



KEY CONSIDERATIONS FOR YOUR WORKFORCE

WORKSTYLES AND WORKSPACES

There are two key considerations for choosing audio and video solutions that enable your employees to be connected and productive: how they work and where they work.

Many factors go into selecting cameras, headsets, and phones for individuals, including job function, personal preferences, workstyle, and location. For shared spaces, the priority is video conferencing solutions that let everyone be clearly seen and heard.

We can help you identify the right solutions for your employees and business.

FOR WORKSTYLES

A whopping **97%** of your workforce can be classified into **six different worker personas**.⁶ These are based on where they spend most of their day, how many devices they use to communicate, and the specific challenges they face while working.

Want to drive productivity? Provide the right equipment for each workstyle.

FOR WORKSPACES

Workspaces require two considerations: the experience of those in the space and that of everyone else on the call. A small huddle space will have different audio and video needs than a conference room. A desk in a private office or at home may not require the noise-limiting technology you'd need for a higher-density environment like a customer support floor.



AUDIO AND VIDEO FOR INDIVIDUAL WORKSPACES

AT THE DESK (HOME OR OFFICE)

Make it simple for employees to connect and collaborate from anywhere, with the highest standards.



**VOYAGER 4200 UC SERIES/
POLY STUDIO P5/CCX 500**

ON-THE-GO

To juggle home and work tasks flawlessly, give employees mobile solutions with excellent noise cancellation and the highest audio quality possible.



**POLY SYNC 20/VOYAGER 5200 UC/
VOYAGER FREE 60+ UC**

CONTACT CENTER

Your contact center is a crucial touch point for engaging and serving your customers. Poly technology provides crystal-clear communication, so your service reps can create high-quality interactions, no matter where they are working.



**ENCORE PRO 700 SERIES/
SAVI 8200 OFFICE AND UC SERIES/
VVX 350**

VIDEO CONFERENCING FOR GROUP SPACES

LARGE CONFERENCE ROOMS

Equip conference rooms with technology that makes it easy for in-office teams to connect with their remote peers.



**POLY STUDIO X70/TC10/
POLY G7500 WITH STUDIO E70**

SMALL CONFERENCE ROOMS

Use technology to ensure remote attendees can hear, see, and contribute as effectively as those in the office.



**POLY STUDIO R30/
POLY STUDIO X30/POLY SYNC 40**

FOCUS ROOMS

For impromptu brainstorming, weekly check-ins with remote workers, and more, make the most of important conversations, even in the smallest spaces.



POLY STUDIO X30/TRIO 8300

MICROSOFT/ZOOM ROOM KITS

POLY STUDIO ROOM KITS FOR MICROSOFT TEAMS ROOMS

Premier audio, high-res video, HP mini-conferencing PC, and 8" touch controller certified for Microsoft Teams Rooms. Kits are available for large, medium, small, and focus rooms.



POLY STUDIO ROOM BUNDLES FOR ZOOM ROOMS

Premier audio, high-res video, HP mini-conferencing PC, and 10" touch controller certified for Zoom. Bundles are available for large, medium, small, and focus rooms.



IT MANAGEMENT TOOLS AND SERVICES

You're looking for communication and collaboration tools to make your workforce more productive. So it's important that your IT teams can centrally deploy, manage, monitor, and troubleshoot them. Poly solutions give you options to self-manage devices via your own enterprise IT, or we can monitor and manage them for you — remotely or on-site. There's no better way to ensure ease-of-use, reliability, and product quality.



IT MANAGEMENT TOOLS

POLY LENS

- Cloud-based insights and management to support your Poly device investment in video, voice, and headsets.
- Intelligent device highlights presented news-feed-style to identify the most important actions and insights.
- Comprehensive inventory management that ensures systems are running at peak performance.
- Leverage premium software capabilities with Poly+ licensing agreement.

POLY CLARITI

- All-in-one private meeting platform deployed on-premise, private, or hosted cloud.
- Includes call signaling, firewall traversal, multi-point, device management, and collaboration software.
- Device monitoring and call detail reporting that measures success and which areas need attention.
- Connect from anywhere with your PC or Mac via browser-based collaborative software.

POLY REALCONNECT

- Cloud-based services that connect traditional video conferencing systems to Microsoft Teams or Skype for Business.

IT SERVICES AND SUPPORT

SUPPORT SERVICES

Each environment is unique, so our support service options provide the right level of assistance and technical expertise, when and where you need it. Poly solutions are rock solid, but if an incident occurs, you're covered.

- **Unlimited, global 24/7 priority technical support** including ecosystem cloud partner support where we act as your primary point of contact.
- **Advance hardware replacement** with pre-paid next day shipping assures business continuity.
- **Exclusive professional services** discounts save your business time and money.
- **Upgraded access to premium software** elevates the collaborative experience with IT tools and device-specific enhancements for superior usability and adoption across the entire enterprise.

MANAGED SERVICES

Poly Managed Services reduce the burden on your internal teams with remote monitoring, management, hosting services, and 24/7 technical support.

- With **Poly Remote Monitoring and Management**, we can help you with event, incident and problem management for your ongoing collaboration operations. Our team of experts proactively detects and solves problems and accelerates the return on your technology investments.
- **Poly Private Managed Services** deliver, manage and support a variety of Poly and non-Poly collaboration solutions. These can be hosted in your own data center, or privately in the cloud.

PROFESSIONAL SERVICES

Poly will work with you to reduce risk, tailor solutions, conserve resources, speed deployment, and ensure everyone gets the most out of your collaboration investments.

- **Upfront planning and design** services ensure you get the right solution for your environment. We understand the technical interdependencies and have tested use cases to save you time, resources, and money in the long run.
- **Deployment** services help minimize disruption to your existing production environment and reduce implementation time for a faster operational start.
- **Optimize** your solutions investment with expert resources and proven methodologies. Understand the current performance of your network and collaboration products, and get actionable insights.



AT A GLANCE:

SEE THE POLY DIFFERENCE

100%

OF FORTUNE 500
COMPANIES

rely on Poly products and services to power their communications and collaboration. Here's why:

01

YOUR HEADSET, VIDEO, AND PHONE NEEDS. IN ONE PLACE.

No matter your workspace or workstyle, Poly offers an extensive portfolio of headset, video, and phone solutions for it. We'll help you find the right device for every employee and environment, without the annoyance of juggling multiple contracts, services, hardware, and support.

02

INTEGRATED WITH YOUR PREFERRED PLATFORM.

Sure, we offer deep integration into Microsoft Teams and Zoom, but we also provide wide-ranging interoperability with all platforms. Never again worry about having to replace hardware if you change providers.

03

QUALITY THAT'S SECOND TO NONE.

Our pro-grade HD cameras and audio devices look great and feel natural for all-day use. This makes team meetings productive while improving the quality of client communications.

04

FUTURE-PROOF COMMUNICATION.

Our strong relationships with key UC platforms mean Poly technology stays up with — and often leads — the next workforce trend or innovation. And we're always improving upon our solutions to adapt to your business needs.

05

LOCAL SUPPORT. AROUND THE WORLD.

Rest easy. No matter where you and your remote employees work, you'll be backed by Poly experts and Preferred Channel Partners in your home market, language, and time zone.

MAKE HYBRID WORKING A REALITY

Giving your employees best-in-class audio and video solutions, so they can work anywhere at any time, isn't just good for them — it's good for your business.

Poly can help you bring your vision to life, allowing teams to connect, collaborate, and perform at their best. With a combination of innovative technology, consultative services, and a constant eye to the future, we can help you create a hybrid work strategy that meets your unique business needs.

LET'S GET STARTED.

[LEARN MORE AT POLY.COM](https://poly.com)

Speak with Poly Sales or a Certified Channel Partner.

1. IDC, "Digital Work Transformation: Equipping the Hybrid Workforce Across the World."
2. Accenture, "The future of work: A hybrid work model."
3. Accenture, "Organizational culture: From always connected to omni-connected."
4. Cisco, Global Hybrid Work Study 2022
5. Optum, Provider telehealth use and experience survey, 2022
6. Factworks: Poly Global Segmentation Research, 2022

