SkySwitch & poly

Present

FEATURING:

Darren Knapp, Director, ITSP Sales @Poly
Lee Marlow, Sales Manager, ITSP Sales @ Poly
Skip Maryland, Solutions Architect @Poly
Andy Abramson, CMO @ Skyswitch
Corey Stoker, VP of Support @ Skyswitch

You Had Me at Remote PCAP!

WFH HIGHLIGHTS

One in four workers say they are working entirely from home

U.S. workers average 5.8 remote workdays, up from 2.4 pre-pandemic

Good news: Estimated $90.9B in gas savings in the USA

Bad news: Estimated 3X prevalence of depression symptoms increase in USA

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WFH DEMAND EXPLODES WITH PANDEMIC

ANALYST PERSPECTIVE: AT LEAST 70% TO CONTINUE WFH

72% WFH now vs 34% pre-pandemic*

Will employees continue working from home post-Covid-19?

- Yes 35.4%
- Probably 35.2%
- No 12.8%
- Unsure 16.6%
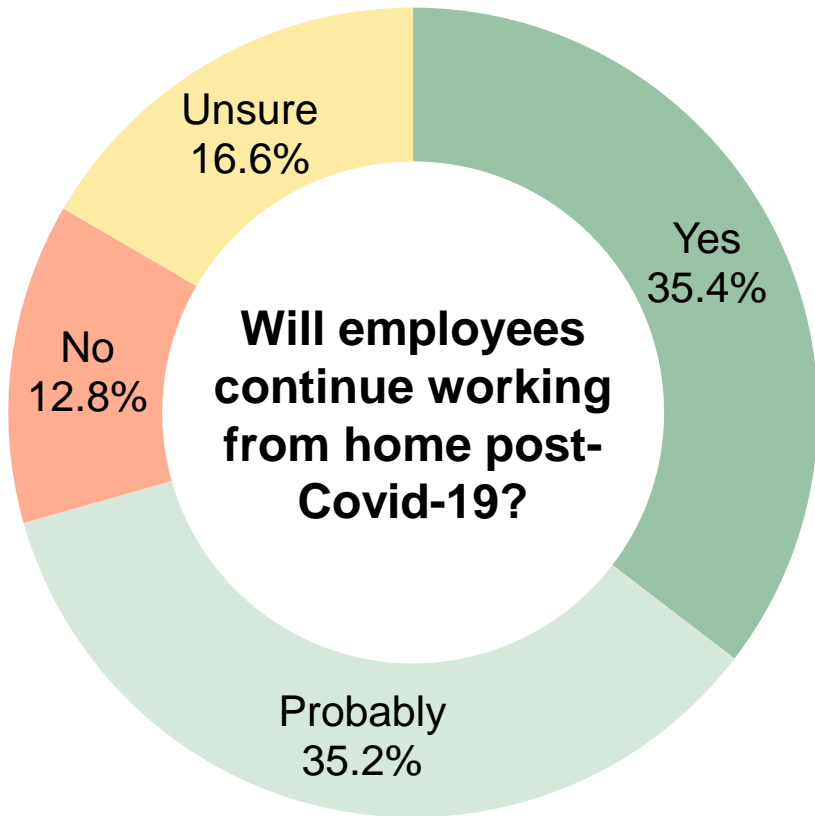
Planning to Continue WFH, After Covid Restrictions Lifted (Yes and Probably)

<250 employees	250-2,500 employees	2,500 employees+
69.0%	68.8%	74.6%
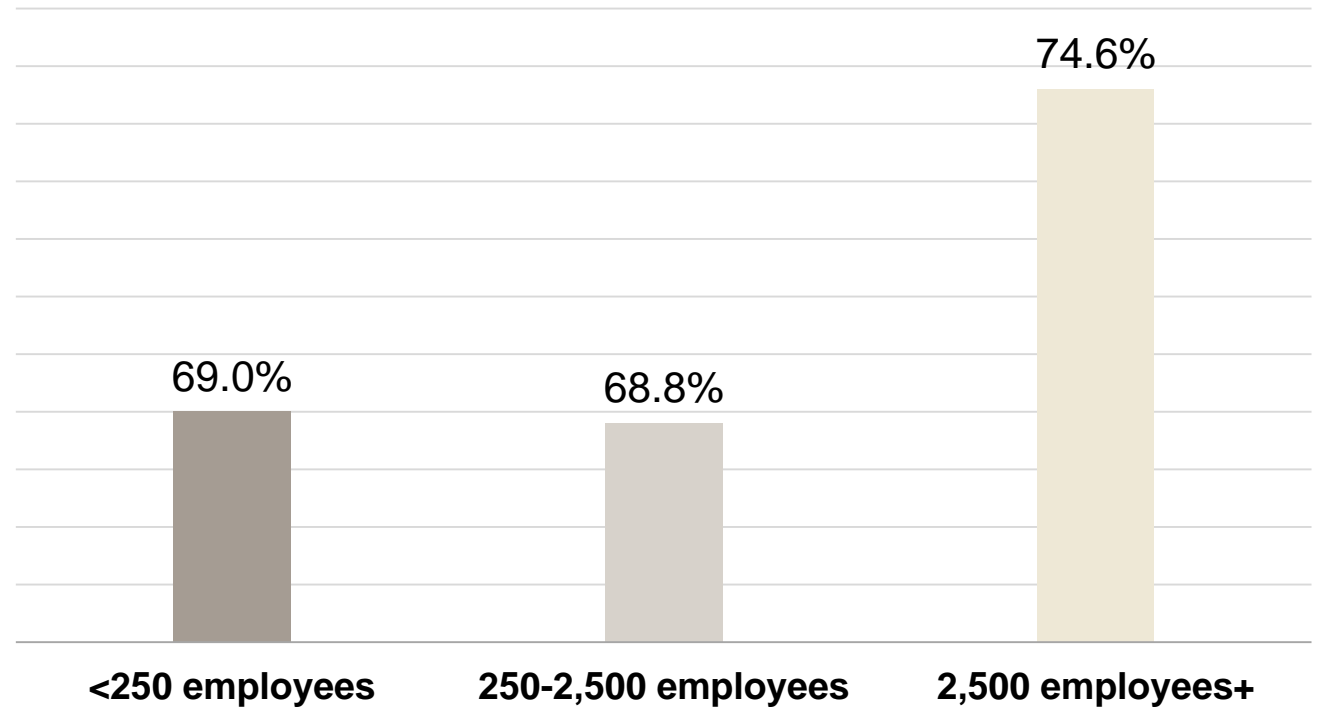
Source: Nemertes Research 2020

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POLY PERSPECTIVE:

Top Enterprise UCaaS Challenges with WFH:

1. **EMPLOYEE PRODUCTIVITY & SATISFACTION**

2. **COST / LIQUIDITY & CASH FLOW**

3. **UNPREDICTABLE (HOME) NETWORKS**

#1 QUESTION PARTNERS ARE ASKING:
CAN YOU HELP US?

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THE POWER OF MANY

Our ITSP team mission is to help our partners succeed

"No one can whistle a symphony. It takes a whole orchestra to play it."

\- H.E. Luccock

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POLY END-TO-END PARTNER SUPPORT SYSTEM

Deliver endpoints that elevate experience and software & services that solve critical problems

**Management
Analytics
Interoperability**

PERSONAL

GROUP

CLOUD

| Desktop | Headsets | Software | Services | Conference | Video |

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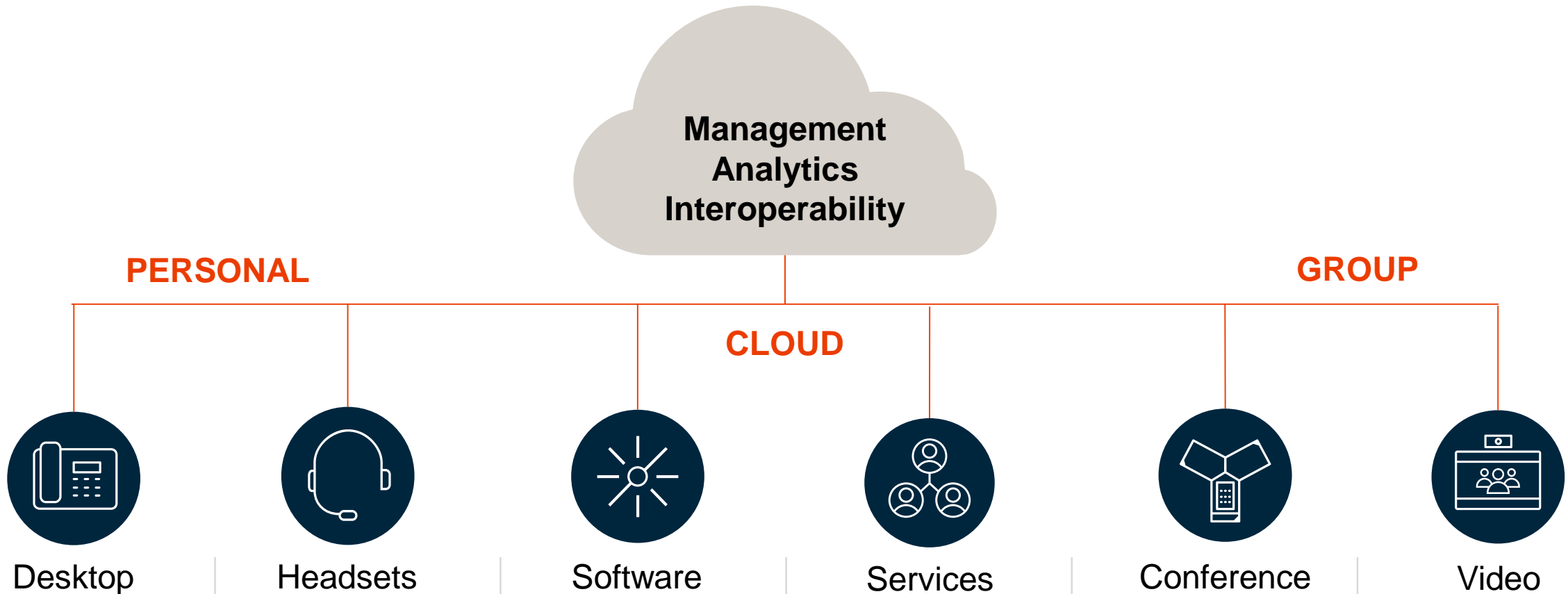
STRATEGY VISUALIZED

PERSONAL

Desktop | ATA's | Headsets

CLOUD
Management
Analytics
Interoperability

GROUP

Audio | Video | Audio + Video
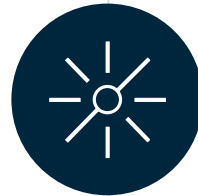
Free Device Management

DaaS & other OPEX Services

WFH CHALLENGES:

NOISE & DISTRACTIONS

1. Distracting noises / interruptions
2. I can't hear / can't be heard
3. Video calling fatigue
4. App incompatibility / several platforms
5. I look terrible on video

CASH FLOW / LIQUIDITY

1. Revenue loss during Pandemic
2. Unknown 'return to normal' (profitability)
3. Potential 2nd or 3rd wave
4. Mounting debt and cost of debt
5. New costs with a remote workforce

(Home) NETWORKS

1. Inadequate bandwidth / no QoS
2. Firewall settings
3. Unresolved technical issues
4. Household usage/quantity of devices
5. No cabling / dependent on WiFi

POLY WFH SOLUTIONS:

NOISE & DISTRACTIONS

1. **Headsets / USB Speakerphones**
2. **Desktop & Conference Phones**
3. **USB Cameras**

   IMPORTANT: Poly provides End Customer Headset Support

CASH FLOW / LIQUIDITY

1. **Device as a Service**
2. **Leasing**
3. **Full Coverage Warranties**

NETWORK

1. **Poly Device Management**
2. **Cloud Tools**
3. **Analytics**

PDMS-SP

WHAT IS IT?

Poly CLOUD SOFTWARE that:

1. **Provides access through the firewall**

2. **Key metrics on the EU LAN & PHONE MOS**

3. **Testing Tools**

WHAT'S THE COST?

FREE TO POLY PARTNERS

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PDMS-SP: CLOUD TOOLS FOR ITSPS

POLY DEVICE MANAGEMENT SERVICE FOR SERVICE PROVIDERS

Centrally manage and troubleshoot your Poly voice devices securely from the cloud

- ✓ **Remote PCAP**
- ✓ **Call analytics**
- ✓ **Remote reboot**
- ✓ **Live config updates**
- ✓ **API access**
- ✓ **ZTP: Zero Touch Provisioning**
- ✓ **Much more**

CLOUD UC DEPLOYMENT

SKYSWITCH

"In-band" call control and management

Customer Premises

Optional proxy/aggregator

Poly Endpoints

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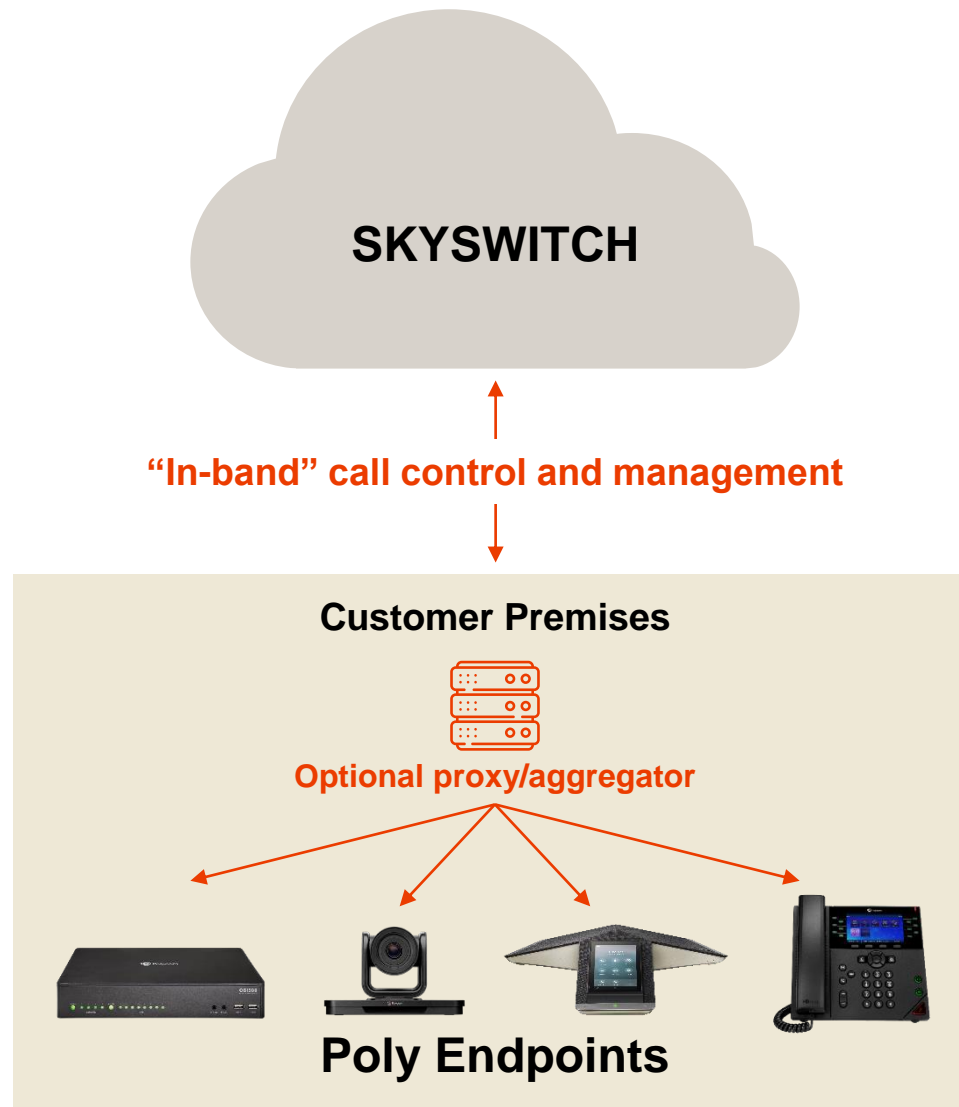
CLOUD UC DEPLOYMENT WITH PDMS-SP

SKYSWITCH

Secure Portal and/or Rest API

PDMS-SP Management

Free Supplemental Cloud Tools

"In-band" call control and management

Customer Premises

Optional proxy/aggregator

"Out-of-band" provisioning, management and analytics

Poly Endpoints

- Remote PCAP
- Logging
- Remote Reboot
- Syslog Config

- Live MOS Score
- Alerting
- ZTP
- TRACRT
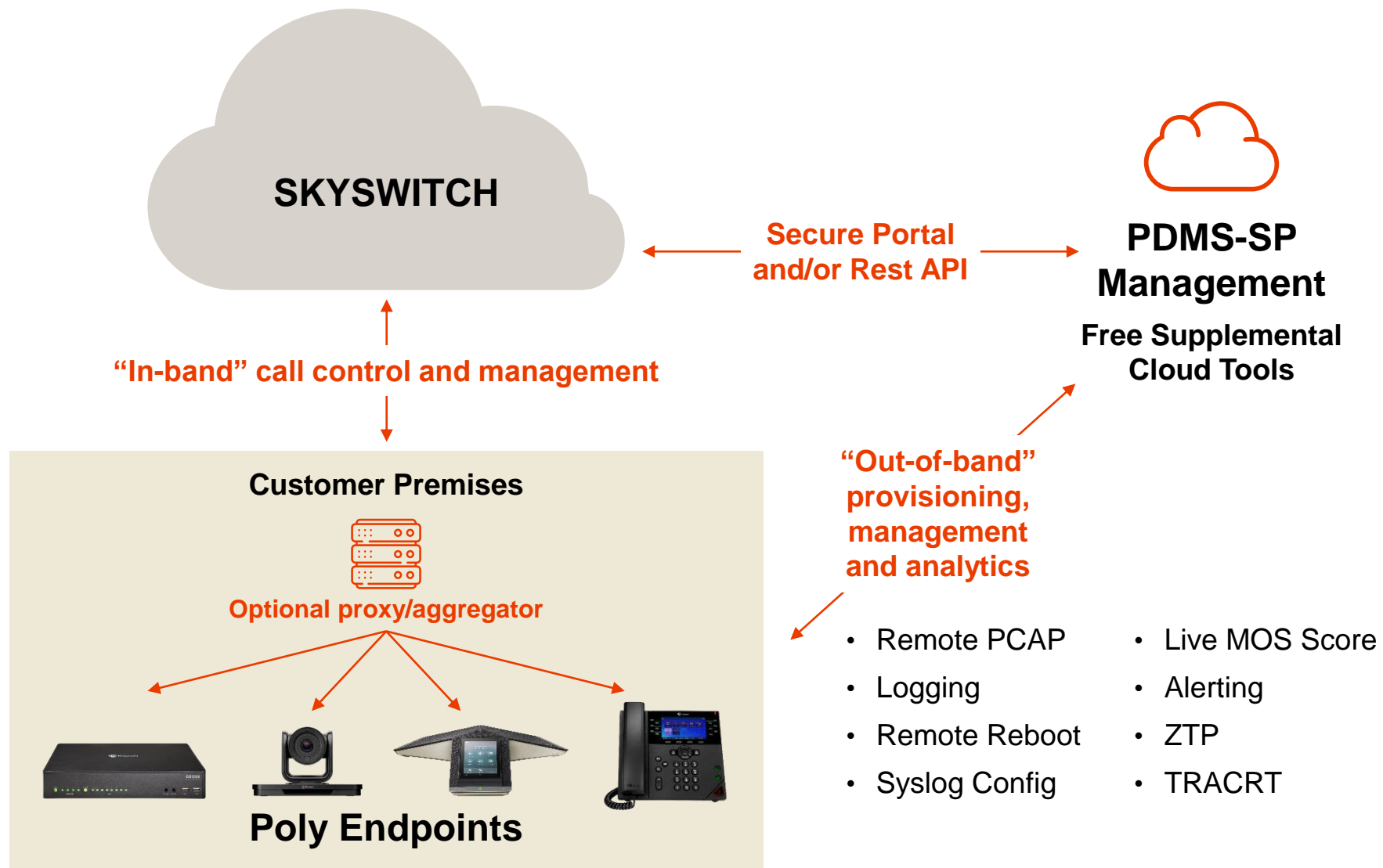
PDMS-SP Testimonial During the CoronaVirus Pandemic

TESTIMONIAL: "I'm working with an agent now who can get her PC online but her phone won't register. Using PDMS-SP, I can see her phone. After a few minutes of checking, I pull a PCAP see the phone sending out Register messages but not receiving any response. I know from my network we are not receiving any of those attempts. I've been able to work with her and her local ISP to narrow down the issue. The ISP is confirming they don't have SIP turned on for this customer. This only took a few minutes to track down what the issue was. Without these tools that Poly has, we wouldn't be able to move as quickly as we've been able to." **- NOC Rep @ Poly ITSP Partner**

SUMMARY:

15 Minutes to solve a problem that could have taken hours.

CURRENT PDMS-SP SUPPORTED DEVICES

ALL VVX PHONES

On both UCS and Obi-Edition software

OBI VOICE ADAPTERS
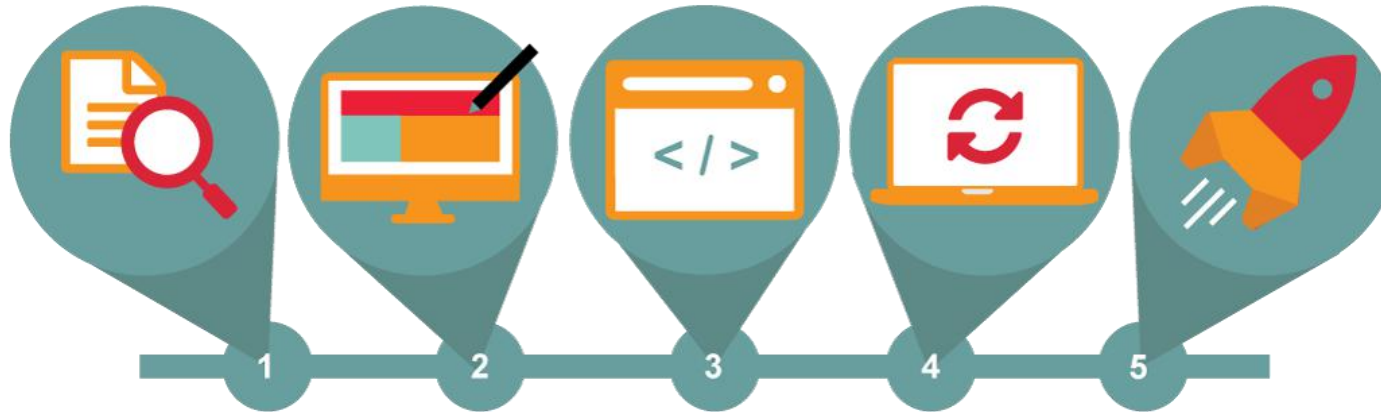
TRIO CONFERENCE PHONES

UCS Software Version 5.8 or higher and on all Obi devices (any load)

PDMS-SP XML CODE

```xml
<CONFIG>

<OBiTALK
device.set="1"
diags.pcap.enabled="1"
device.da.enabled="1"
device.da.enabled.set="1"
feature.obitalk.enabled="1"
obitalk.accountCode="PDMS-SP_Service_Provider-.xxxxxxx."

/>
</CONFIG>
```

GETTING STARTED PDMS-SP

Become a Partner

- **https://partners.poly.com/**

- **Click APPLY TODAY**

- **Fill in/Submit Application**

- **In 2 days accept T's&C's**

- **Connect with your Poly rep**

Request PDMS-SP

- **Email Obi.SPSupport@poly.com requesting ITSP Portal Access**

Add Devices

- **In PDMS-SP, click "Service API"**

- **Under "Service Info" find your "Onboarding Service Tag"**

- **Add XML script to the phone(s) you want to connect**

WANT TO PARTNER?

NEW PARTNERS GET FREE DEMO GEAR, A $500+ VALUE

ITSP SALES SUPPORT

(844) 375-6913 toll free

(916) 696-8425 toll

ITSPSales@poly.com

SUMMARY:

Solve UCaaS Challenges and Help Customers!

1. **EMPLOYEE PRODUCTIVITY & SATISFACTION**

   - **End-to-end solutions**
   - **Hardware that elevates experience**

2. **COST / LIQUIDITY & CASH FLOW**

   - **Hardware is available to Partners as OPEX**
   - **Device as a Service enables your OPEX offer**

3. **UNPREDICTABLE (HOME) NETWORKS**

   - **Free tool from Poly**
   - **Gain access to home networks**

LIVE DEMO

AND Q&A

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