

Expertise to maximize your collaboration investment

HP Communication & Collaboration Managed Collaboration Services



We're on duty 24/7¹, so you don't have to be

Are your users demanding a better intelligent communications experience, but you're understaffed, lacking the right skillset, or don't have enough time? If so, HP Workforce Solutions can help you meet those challenges with our comprehensive Managed Collaboration Services offerings. Our Communication & Collaboration Managed Collaboration Services are designed to help you reduce the burden on your internal team by outsourcing the day-to-day technology management responsibilities of your multi-vendor collaboration environment to our expert team.

DESIGNED FOR YOUR ENVIRONMENT

Our Managed Collaboration Services provide an always-on Unified Communications (UC) infrastructure with 24/7 technical support,¹ whether installed on-premises or in the cloud.

FAST PROACTIVE RESOLUTION

Accelerated problem resolution including proactive notification and remediation with remote monitoring and management of multi-vendor collaboration environments.

PRIMARY INTERFACE

Your Service Delivery Manager² will provide service and utilization reports, directing all applicable resources to ensure efficient production environments for your managed endpoints.

Choose the Managed Collaboration Service that's right for you

Our Managed Collaboration Services can ensure optimal operation, provide ongoing remote monitoring and management, and hosting services at an effective cost, keeping your solutions running, your end users productive, and your IT team stress free.



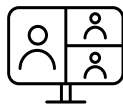
Remote Monitoring and Management

Built to work around the clock – and save you the expense and complexity of building and managing an in-house solution yourself. The service offloads day-to-day operations of on-premises infrastructure, voice and video, and endpoint management to our 24/7¹ remote team.



Private Managed Services

Rest easy knowing we can lift the burden on your internal teams and help you meet changing requirements, all while keeping your collaboration solutions reliable and cost-effective, whether hosting at your own data center or privately hosted in the cloud.



Managed Collaboration Services

Wherever your team is, using Poly and HP gear, they just “hit the button” to securely³ join the meeting. They aren't wondering whether the tech will work. They're wholly focused on doing their best work. That's reliability made real. With proactive monitoring,⁴ flexible installation, and space usage insights, IT leaders can focus on moving the business forward, knowing their workforce is equipped to thrive.

Find the Managed Collaboration Service that's right for you

Choose the Communication & Collaboration Managed Collaboration Service that can reduce demand on your IT resources, keeping them nimble and focused on your core business. Contact your HP sales representative or authorized HP Channel Partner today to learn how our Managed Collaboration Services can extend your IT team.

Learn more at www.hp.com/collaboration-services



1. 24/7 English language support is available in all countries where HP Managed Collaboration Services is sold. Poly provides a Service Desk that works closely with the Customer's support staff. The Service Desk provides Event, Incident, Problem, Change, and Configuration Management. The Service Desk is available 24/7 for the customer's identified and authorized requestors to report an issue, obtain an update on issue's status or to make a change request.
2. A Service Delivery Manager is included with all Remote Monitoring and Management infrastructure services and highly recommended for endpoint services.
3. 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. Privacy information is available at <https://www.poly.com/privacy>. Self-service information may exist on the HP Support Portal at <https://support.hp.com/us-en/poly>
4. Poly Lens is a cloud-based device management solution that provide actionable insights and analytics around unified communications endpoints like Poly voice, video, and headset devices and can be sold as a stand-alone service. Internet access is required. Additional Poly Lens information can be found at <https://www.hp.com/us-en/poly/software-and-services/software/poly-lens.html>. For Terms and Conditions for Poly Lens: <https://www.poly.com/us/en/legal/terms/cloud-terms-of-service>. HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access required. For full system requirements, please visit <http://www.hpdaas.com/requirements>. Purchase of any HP TechPulse-enabled service necessitates enabling software to run on each device. HP Services Scan is provided through Windows Update and will check entitlement on each hardware device to determine if an HP TechPulse-enabled service has been purchased and will download applicable software automatically. To disable this feature, please follow the instructions at <http://www.hpdaas.com/requirements>