

WHY BUY **TOTAL COVERAGE** FROM SCANSOURCE?



Because ScanSource paves the way for your sustainable growth with more profitable service options. With our **Total Coverage** program, you receive the same reliable Polycom coverage **PLUS** the potential for a larger return on your investment!



MAINTENANCE CONTRACTS

Total Coverage 9x5 and Total Coverage Advantage 24x7 include:

- Top-of-the-line knowledge and training to support Polycom's Microsoft-enabled endpoints, BlueJeans, Zoom
- Next-business-day product replacement in US and Canada
- 24/7 testing facility
- One-year and three-year coverage options
- Software upgrades including the latest features, functionality, and enhancements—to accelerate ROI
- Unlimited live technical support during normal business hours
- Basic training for Polycom products
- Ability to open ticket, get support, and set up RMAs via email



TECHNICAL SERVICES

When you and your customer reach out to ScanSource for unlimited, professional tech support, you'll reach a live, certified technician. As a **Polycom® RealPresence®** Service Specialized partner, our technical-services team is extremely qualified to handle pre- and post-sale calls.

Some of our team's many certifications:

- **Polycom CSP Certified**
- **CompTIA Network+**
- **Apple Certified Mac Technician**

As the first global distributor to provide a Polycom Badged Systems Engineer at your disposal, we can help build stronger relationships between you, our Polycom partner community, and Polycom high-touch sales teams.





CONTRACT-RENEWAL MANAGEMENT

Contacting your customers early can increase your renewal business by 35%!

The ScanSource renewals team proactively supports resellers looking to capitalize early, to close more deals. To ensure you never miss an opportunity to sustain a profitable part of your revenue stream, our team can provide you with a renewal quote up to 90 days before expiration. This also helps your customers keep their hardware and software support uninterrupted. Simply providing proactive notifications will allow your customers to budget in advance for the service—ensuring customer satisfaction, while increasing your top-line revenue.



TOTAL COVERAGE VS. POLYCOM PREMIER COST

Buy Total Coverage and pay less, be more profitable, and enjoy the highest level of support

Here's an example of the savings when you buy **Total Coverage vs. Polycom Premier**:

- RealPresence Group Series — \$3,000.00 approx. MSRP
- Polycom Premier price, with estimated 5% discount off list price — \$2,850.00
- Total Coverage price, with estimated 15% discount off list price — \$2,550.00

= A cost savings of \$300.00, when buying Total Coverage vs. Polycom Premier

Reach out to your ScanSource sales rep today, for specific pricing.



MOVING FROM POLYCOM PREMIER TO TOTAL COVERAGE

Let us help you switch your existing service contracts from Polycom Premier to Total Coverage as they expire, and we'll continue proactively managing the renewals. For more information, contact your ScanSource sales rep, or our dedicated **Polycom Services Vendor Business Manager, Page Krieger at page.krieger@scansource.com**



WE'VE GOT YOU TOTALLY COVERED

To learn more about Total Coverage for Polycom from ScanSource, please visit us online at **scansource.com/polycom** or contact your sales rep at **877.847.7000**.