



# GoldSeal® Support for Poly

## Setting the Gold Standard for Support!

GoldSeal is an HP-approved Services Delivery Authorized Partner for Poly.

Our goal is to ensure your customers have a superior experience when deploying and utilizing their Poly conferencing solutions. GoldSeal® Poly+ is TD SYNEX's white-labeled, enhanced version of the Vendor's post-sales maintenance that provides increased margins for you, and increased benefits for your clients. By wrapping the basic service and maintenance entitlements from the Vendor with our world-class GoldSeal® service we ensure the best overall customer support experience for your clients.



### GoldSeal® Poly+ Benefits Include:

- 24x7x365 Coverage
- Remote Start-Up Assistance
- How-To Assistance
- Video Testing Facility
- Software and Firmware Updates
- Next Business Day Advanced Parts Replacement
- US-based Customer Service Engineers
- Increased Benefits and Increased Margins
- Telephone, Email, and Online Portal Support
- Incident/Case Management from First Call to Resolution
- Cross-Vendor and Cross-Platform Experience
- Improved Call Response Times
- Decades of Combined Poly Expertise and Experience, Certifications and Training

[More Information](#)

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Web: <https://www.goldseal.support/poly.html>

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## Key Benefits of GoldSeal® Poly+ Support:



## Service Options:

GoldSeal® allows you to provide two different service and support offerings to your customers for their Poly solutions, based on their specific needs:

- **GoldSeal Poly+:** Delivers complete, 24x7x365 product service and support coverage. Available in 1- and 3-year coverage plans.
- **GoldSeal Blocks of Hours (BOH):** Allows your client to engage our GoldSeal customer service engineers for remote consultation, deployment support, and/or technical assistance needs. Available in blocks of 10, 25, and 50 hours. BOH are good for one year. Time is deducted as it is used.

GoldSeal for Poly – Service Options	GoldSeal Poly+	GoldSeal BOH
Order Process	Partner Poly+	GoldSeal Block of Hours (Blocks of 10, 25, and 50 hours)
<b>Support Features</b>		
Online Portal Support	Yes - 24x7x365	*Yes - 24x7x365
Email Support	Yes - 24x7x365	*Yes - 24x7x365
Telephone Support	Yes - 24x7x365	*Yes - 24x7x365
Remote Start-Up Assistance	Yes	Yes
How-To Assistance	Yes	Yes
Video Testing Facility	Yes	Yes
Software and Firmware Updates	Yes	*No
<b>Response Times</b>		
Severity 1 – Critical	≤ 30 minutes	≤ 1 hour
Severity 2 – Major	≤ 1 hour	≤ 2 hours
Severity 3 – Minor	≤ 2 hour	≤ 4 hours
Severity 4 – Low	≤ 8 Business Hours	≤ 8 Business Hours
<b>Hardware RMA</b>		
Next Business Day Advanced Parts Replacement	Yes	*No

\* Support escalation to the Vendor requires the purchase of a GoldSeal Poly+ maintenance contract – a 1-or 3-year plan.

## Contact Us

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