



# Logitech Service Plans for Rooms

Logitech Services ensure minimized downtime and reduced day-to-day maintenance of your Logitech devices. With global support, powerful software, and fast product replacements, Logitech Services help you maximize uptime, ensure business continuity, and ultimately get more out of your Logitech investment.



## Basic Support

Standard support is always included when you make a Logitech B2B purchase. It includes a two-year warranty, business-hours support, and access to the Sync management portal.



## Logitech Essential

Logitech Essential is a service plan that includes advanced software tools to help you manage your spaces and Logitech devices efficiently. With Logitech Essential, you get granular visibility and total control of your Logitech devices and meeting rooms.



## Sync Plus





Logitech Sync Plus enhances device management with real-time alerts, ServiceNow integration, and insights on device and space usage.



## Logitech Select

Logitech Select is a comprehensive service plan featuring around-the-clock issue resolution by product experts, accelerated RMA, and the same powerful software tools as in Essential, for maximum uptime. Think of Select as a help desk staffed by video collaboration specialists with expertise using Logitech products as well as Microsoft Teams, Zoom Rooms, and other platforms.

# Plan comparison: Key features and plan details

	 Basic	 Sync Plus	 Logitech Essential	 Logitech Select
Plans	Product lifecycle	1-5 years	1-5 years	1-5 years
Device management				
Device management and monitoring	✓	✓	✓	✓
Device settings, configurations, and software and firmware updates	✓	✓	✓	✓
Device and space inventory in Sync	✓	✓	✓	✓
Device status dashboard	✓	✓	✓	✓
Sync Remote UI access <sup>1</sup>			✓	✓
Email alerts		✓	✓	✓
ServiceNow integration <sup>2</sup>		✓	✓	✓
Space management				
Room booking			✓	✓
Calendar integration for Microsoft 365 and Google Workspace			✓	✓
Auto Book and Auto Release <sup>3</sup>			✓	✓
Booking policies			✓	✓
Custom wallpapers and branding on Tap Scheduler			✓	✓
SCIM user management			✓	✓
Logitech View <sup>4</sup> and Maps			✓	✓
Insights		✓	✓	✓
Coverage & care				
Help desk	Business hours support for Logitech products		Business hours support for Logitech products	24/7 service via phone and email. Direct access to Tier II support within one hour.
Designated Service Manager (DSM) <sup>5</sup>				✓
Product replacement	2-year standard warranty. Ground shipping, time varies		2-year standard warranty. Ground shipping, time varies	For the duration of your Select plan <sup>6</sup> . One business day expedited delivery <sup>7</sup> .
Onsite spares <sup>8</sup>				✓



## Part numbers for Sync Plus & Essential plans

Type	Plan Name	Part Number
Sync Plus plans (per room)	Sync Plus One Year Plan	<b>994-000197</b>
	Sync Plus Two Year Plan	994-000201
	Sync Plus Three Year Plan	994-000202
	Sync Plus Four Year Plan	994-000203
	Sync Plus Five Year Plan	994-000204
Essential plans (per room)	Essential for Rooms One Year Plan	994-000362
	Essential for Rooms Two Year Plan	994-000397
	Essential for Rooms Three Year Plan	994-000363
	Essential for Rooms Four Year Plan	994-000398
	Essential for Rooms Five Year Plan	994-000364

## Part numbers for Select plans

Select offers flexible licensing options to meet your needs. Choose single room licenses that scale in price depending on your device deployment and room size. Alternatively, opt for an Enterprise Plan that covers all rooms, eliminating the need for room-by-room licensing and enabling seamless expansion and management. All options provide the features listed on the previous page.

Select plans (per room)	Select for Small Rooms One Year Plan	994-000368
	Select for Small Rooms Two Year Plan	994-000395
	Select for Small Rooms Three Year Plan	994-000369
	Select for Small Rooms Four Year Plan	994-000396
	Select for Small Rooms Five Year Plan	994-000370
	Select for Medium to Large Rooms One Year Plan	994-000149
	Select for Medium to Large Rooms Two Year Plan	994-000194
	Select for Medium to Large Rooms Three Year Plan	994-000148
	Select for Medium to Large Rooms Four Year Plan	994-000195
	Select for Medium to Large Rooms Five Year Plan	994-000196
Select enterprise plans for rooms*	Select One Year Enterprise Plan for up to 100 rooms	994-000267
	Select Three Year Enterprise Plan for up to 100 rooms	994-000268
	Select Five Year Enterprise Plan for up to 100 rooms	994-000269
	Select One Year Enterprise Plan for up to 250 rooms	994-000270
	Select Three Year Enterprise Plan for up to 250 rooms	994-000271
	Select Five Year Enterprise Plan for up to 250 rooms	994-000317

\*For Select enterprise plans beyond 250 rooms, contact your reseller or account manager.

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<sup>1</sup> Available in appliance mode.

<sup>2</sup> Requires ServiceNow license.

<sup>3</sup> Requires Logitech Rally Bar or Logitech Rally Bar Mini.

<sup>4</sup> Requires Logitech RoomMate.

<sup>5</sup> For customers with 50+ licenses or Enterprise Plans. Assignment of the DSM happens when the first incident is registered.

<sup>6</sup> Logitech Select provides product replacement benefits for all Logitech devices in the room for the full duration of the Select term, providing the products were within their original warranty period when the Select contract is activated.

<sup>7</sup> Shipping times may vary depending on geographical locations or unforeseen circumstances, such as weather conditions, disruptions in transport networks or transit, and custom clearance time.

<sup>8</sup> Varies per license count.

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