poly

COMMUNICATION
SOLUTIONS FOR A
HYBRID WORKFORCE

2022 BUYER'S GUIDE

TABLE OF CONTENTS

HYBRID WORKING IS HERE TO STAY

Employees are returning to the office, working at home, or maybe doing both. Business leaders are crafting new work models that combine the best of remote and in-office collaboration.

According to IDC,

40%
OF COMPANIES
will redesign their work models to support a hybrid workforce, including physical workspace, tools, and endpoints.[1]

Is your office ready for hybrid working? If not, start with a no-brainer: audio and video solutions that raise the quality of virtual collaboration. Provide a consistent, seamless experience for every worker, whether they're at home, in a co-working location, or in a company office. Equal meetings for all.

Not sure how to create a collaboration strategy that supports equal meeting experiences across all workspaces with easy device deployments and software updates? Read on; Poly can help.

Frost & Sullivan analysis suggests

THE NUMBER OF REMOTE WORKERS WILL BE

6-7X
greater moving forward, creating a persistent demand for online meetings.[2]

THE CHALLENGES OF HYBRID WORKING

Without the right equipment on both sides of the call, remote participants are more susceptible to their own surroundings, affecting not only their own meeting experience but also that of their colleagues and clients.

This lack of meeting equality can have negative impacts on your business, starting with reduced employee engagement and lost productivity. It can also affect how those on the other end of the call view your company.

Consumer hardware won't meet your business needs.

Built-in laptop cameras and smartphone microphones simply don't deliver a business-grade experience. Poor video quality and background noise can ruin a call with a client, customer, patient, student, etc.

Want to truly enable productive hybrid working? It's easier than you think. You need professional-grade solutions that maximize the audio and video capabilities of your cloud communications platforms, across every workstyle and workspace.

Give your people tools, not toys.

30%
OF COMPANIES
say the right cloud collaboration tools can improve company productivity[3]

IMPACT ON KEY INDUSTRIES

We've all been impacted by COVID-19 in some way. Vital sectors like healthcare, education, and central government agencies are no exception. They've had to adapt how they connect, communicate, and collaborate. Take a look at how technology enabled their evolution.

HEALTHCARE

Healthcare institutions have used telehealth and video conferencing for years, but the pandemic has accelerated their adoption and reaffirmed how critical those services are for patients.

Practitioners and hospitals employ telehealth visits in order to reduce office visits and hospital bed capacity.

Psychologists and psychiatrists use phone and video calls to check in with patients and keep tabs on their mental health.

Medical schools and teaching hospitals run remote classes on surgical techniques, bedside manner coaching, and more.

Functional teams and executives are performing more duties in virtual and remote spaces.

EDUCATION

Teachers, parents, and students all prefer learning in person. But health and safety concerns make hybrid learning a more viable approach. Sure, learning and teaching from home has proven challenging. The shift to hybrid exposes technology gaps, environmental issues, and other difficulties.

Elementary and high schools have had to pivot their class formats and teaching techniques based on local COVID-19 infection rates, as well as guidelines from administrators and teacher unions. Teachers need to provide students with access to reliable computers, learning software, and peripheral devices to provide a quality learning experience.

Universities have had to completely shut down campuses or limit the number of students permitted for in-person learning in order to minimize transmission rates. These realities have made immersive virtual learning models and easy access to course material critical, heightening the importance of technology.

CENTRAL GOVERNMENT AGENCIES

Most central government agencies weren't prepared for the shift to teleworking when infection rates peaked. In the early spring, many IT leaders scrambled to implement short-term capabilities to get workers up and running.

Central government agencies have had to implement audio, video, and conferencing capabilities that eliminate distractions and support high-quality communication for workers as they hop between home spaces and offices.

Agency IT leaders are developing more long-term strategies to address COVID-19 concerns and ensure that central governments can maintain business continuity and productivity. It's also great prep for other natural disasters.

Central government organizations have a balance to strike between providing seamless communication and collaboration and airtight security. That means all meetings, collaborative spaces, and information shared in these spaces have to stay secure.

WORKSTYLES AND WORKSPACES

No one works the same way. Different departments, job functions, environments, and employees all have distinct communication requirements.

Same goes for the office itself. The needs of an office desk are wildly different than those of a conference room. If you want your employees at their most productive, no matter the location, you'll need to deliver the right access and devices across their spaces and types of work. We can help.

FOR WORKSTYLES

Consider that 92% of your workforce can be classified into six different worker personas[4]. These are based on where they spend most of their day, how many devices they use to communicate, and the specific challenges they face while working. Want to drive productivity? Provide the right equipment and user experiences for these workstyles.

FOR WORKSPACES

Workspaces require two considerations: the experience of those in the space and that of everyone else on the call. A small huddle space will have different audio and video needs than a conference room. A desk in a private office or at home may not require the noise-limiting technology you'd find in a higher-density environment like a customer support floor.

"Technology that enables effective collaboration and communication breaks down geographical barriers, but rather than impose a one-size-fits-all, we need to empower employees with headsets and devices that optimise their personal set up."

CARLOS GATÓ

COMMERICAL DIRECTOR, LCRcom (SPAIN)

IT MANAGEMENT

In this new workplace, IT must deal with a massive assortment of devices. The ability to provision and manage them will make the difference between an enterprise that seamlessly adapts to the future of work and one that, well, doesn't.

WHEN EVALUATING SOLUTIONS, THESE ARE THE FOUR KEY THINGS TO CONSIDER:

01

INTEROPERABILITY

No matter which unified communications (UC) platform you choose for your internal comms, you'll find that users will need to connect to a variety of different platforms, depending on the needs of a client, partner, or prospect.

Pro tip: Make sure your audio and visual technology has the flexibility to work with any platform.

02

DEVICE MONITORING AND MANAGEMENT

To get the most out of your tech, make sure it offers rich monitoring and insight capabilities — it'll let you keep a pulse on device status, meeting performance, and end-user experience. Troubleshoot issues quickly and maintain centralized performance information.

03

SECURITY

Keep in mind that every communication device is an endpoint that needs to be regularly monitored and enhanced. Between cyberattacks that can take your business offline, and data privacy regulations like HIPAA, GDPR, and ISO, you have to hold security to the highest standard.
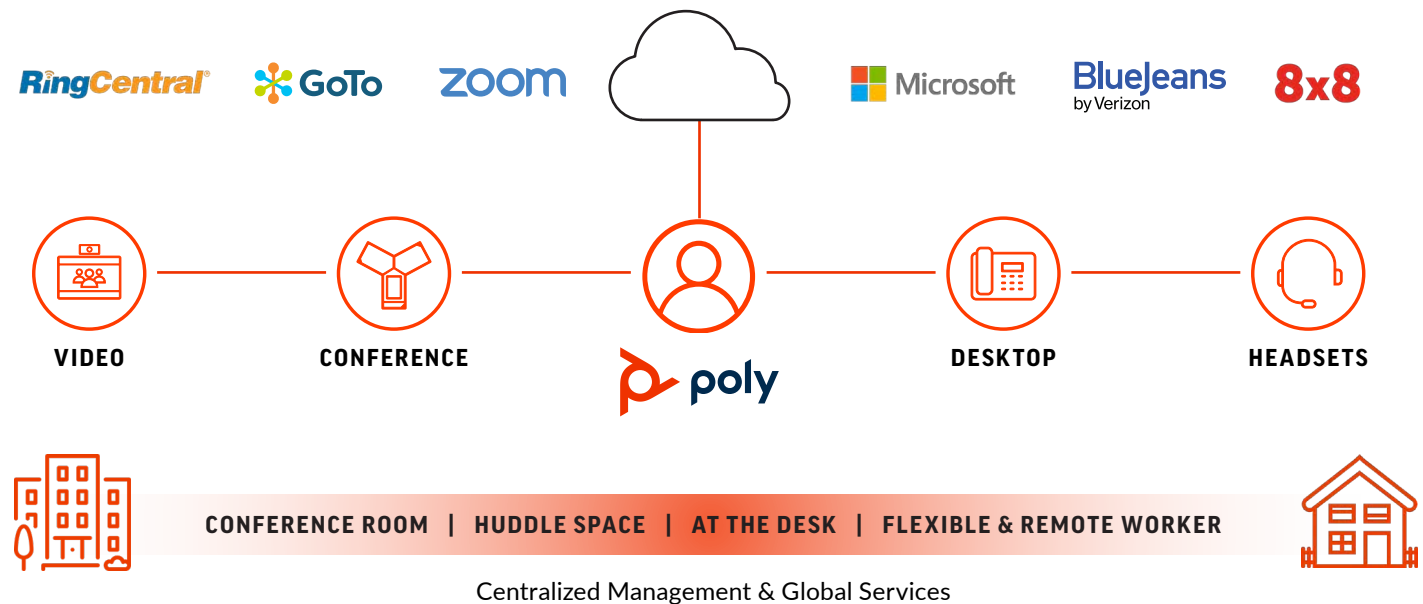
04

SERVICE AND SUPPORT

Uptime is all-important. A distributed workforce means you'll need extra support to meet your org's uptime requirements. UC vendors, device manufacturers, and consultants can help you assess, evaluate, and recommend everything from the right cloud collaboration platform and devices to changes that should be made to your network, security, and remote monitoring capabilities.

POLY END-TO-END SOLUTIONS

To create a hybrid work environment that meets employee needs and supports collaboration and productivity, you need more than smart technology. You need a strategic partner that makes buying, adoption, and support as simple as possible.

That's where Poly can help. We offer solutions for every workstyle and workspace: headsets, video devices, desk and conference phones, management software, and global services and support.

OUR END-TO-END PORTFOLIO OF SOLUTIONS AND SERVICES, ACROSS EVERY WORKSTYLE AND SPACE. INCLUDES INTEGRATION WITH KEY UC PLATFORMS.

RingCentral® · GoTo · ZOOM · Microsoft · BlueJeans by Verizon · 8x8

poly

VIDEO CONFERENCE DESKTOP HEADSETS

CONFERENCE ROOM | HUDDLE SPACE | AT THE DESK | FLEXIBLE & REMOTE WORKER

Centralized Management & Global Services

"As distance and remote working continues for many organizations, the need for a wide variety of UCC integrated devices will remain a top priority. No other vendor comes close to Poly's deep portfolio of devices for home, office, and everywhere in between."

ALAA SAYED

INDUSTRY DIRECTOR, FROST AND SULLIVAN

AT THE DESK (HOME OR OFFICE)

Employees need to communicate professionally from anywhere. Make it simple to connect and collaborate with the highest standards, no matter where they work.

VOYAGER FOCUS 2
Premium Stereo Bluetooth Headset

BLACKWIRE 8225
Premium Corded UC Headset

SAVI 8200 OFFICE AND UC
Wireless DECT™ Headset System

VOYAGER 4320
Premium Stereo USB/Bluetooth Headset

CCX 400
Entry-Level Phone with Touchscreen

POLY STUDIO P15
Personal Video Bar

POLY STUDIO P5
Professional Webcam

POLY SYNC 20
USB/Bluetooth Smart Speakerphone

Our product specialists can help you find the right mix of solutions for your workforce and advise you on current offers and free trials.

ON THE GO

Our mobile solutions provide phenomenal noise cancellation and the highest- possible audio quality. Your employees will sound professional no matter where business takes them.

VOYAGER 8200 UC
Bluetooth Stereo Headset

VOYAGER 6200 UC
Bluetooth Neckband Headset

VOYAGER 5200 AND UC
Mono Bluetooth Headset System

POLY SYNC 20
USB/Bluetooth Smart Speakerphone

POLY STUDIO P5
Professional Webcam

Our product specialists can help you find the right mix of solutions for your workforce and advise you on current offers and free trials.

IN THE CONFERENCE ROOM

Some of your workforce's most important conversations take place in the conference room. Make it easy for everyone to connect and communicate — while staying safe — via automatic production rules and simple one-touch and voice-activated interfaces.

POLY STUDIO X50

All-In-One Video Bar for mid-sized rooms

POLY STUDIO X70

All-In-One Video Bar for Large Rooms

POLY G7500

Modular Video Conferencing System for Large Rooms

POLY SYNC 60

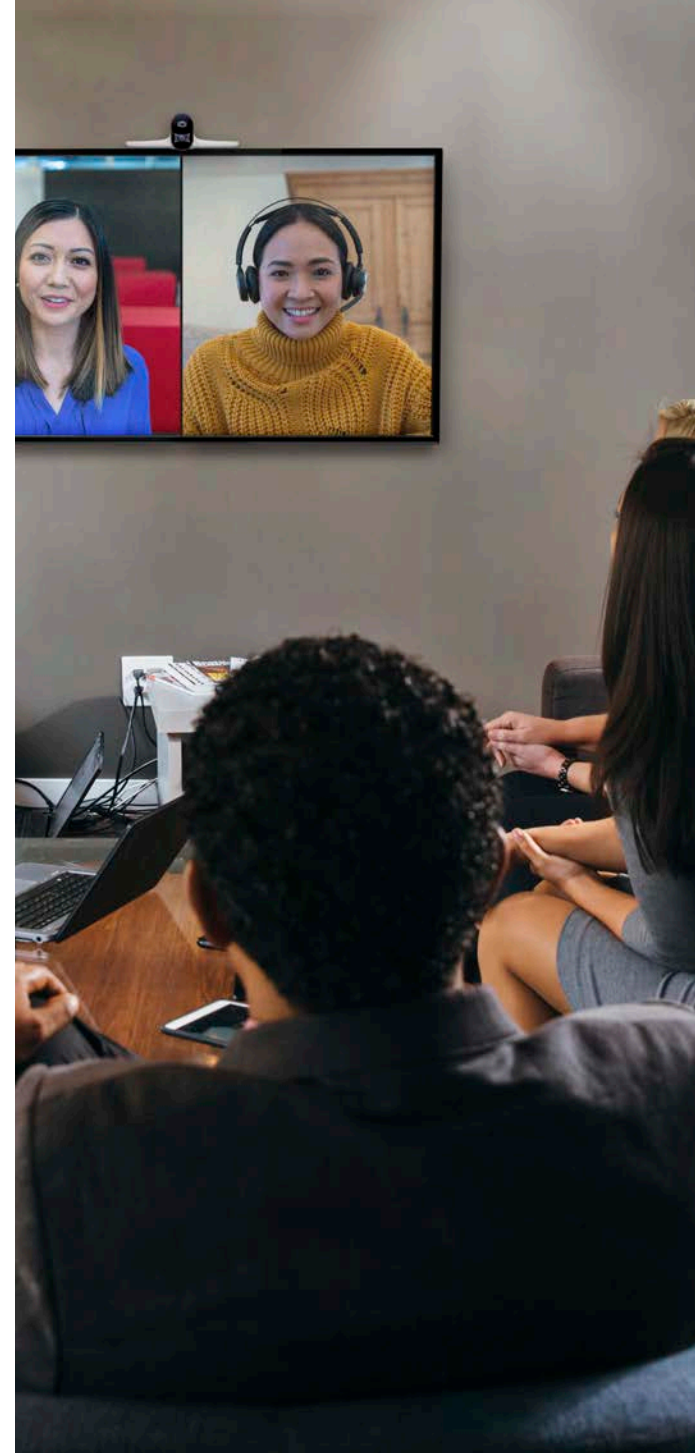USB/Bluetooth Smart Speakerphone for Conference Rooms

POLY STUDIO SMALL AND MEDIUM ROOM KIT

Room System for Microsoft Teams

TRIO C60

Smart Conference Phone

Our product specialists can help you find the right mix of solutions for your workforce and advise you on current offers and free trials.

IN THE HUDDLE SPACE

From impromptu brainstorms to weekly check-ins with remote coworkers, help your employees have big conversations in even the smallest of spaces.

POLY STUDIO X30
All-In-One Video Bar

POLY STUDIO FOCUS ROOM KIT
Room System for Microsoft Teams

POLY STUDIO
Premium USB Video Bar

TRIO 8300
Smart Conference Phone

POLY SYNC 40
USB/Bluetooth Smart Speakerphone for Conference Rooms

Our product specialists can help you find the right mix of solutions for your workforce and advise you on current offers and free trials.

IN THE CALL CENTER

Your customer service representatives need crystal-clear communication to provide the highest quality interaction possible. Here's how to provide it.

DA75
Smarter Digital Adapter for QD Headsets

DA85
Smarter Digital Adapter for QD Headsets

ENCOREPRO 700 SERIES
Customer Service Headset

ENCOREPRO 500 SERIES
Customer Service Headset

SAVI 8200 OFFICE AND UC
Wireless DECT™ Headset System

SAVI 7300 OFFICE SERIES
Ultra-Secure Wireless DECT™ Headset System

VVX 350
6-Line, Mid-Range IP Desk Phone

POLY STUDIO P5
Professional Webcam

Our product specialists can help you find the right mix of solutions for your workforce and advise you on current offers and free trials.

IT TOOLS

There are three keys to user success: ease-of-use, reliability, and quality. The best way to deliver these is to centrally manage and monitor devices. Poly solutions can be self-managed by enterprise IT, or remotely monitored and managed by Poly. We'll even provide remote or on-site high-touch consultative services to help you set up your teams for success. Our experts provide solutions to help you deploy, manage, monitor, and troubleshoot an end-to-end suite of devices.

POLY LENS

- Cloud-based insights and management for your Poly device investment in video, voice, and headsets
- Intelligent news-feed like device highlights that identify the most important actions and insights
- Comprehensive inventory management that ensures systems are running at peak performance

CLARITI

- Our all-in-one meeting platform deployed in a private cloud
- Includes device management, call signaling, firewall traversal, multi-point, and software for desktop and mobile users
- Offers device monitoring and call detail reporting to measure success and areas needing attention

REALCONNECT

- Cloud-based services that connect traditional video conferencing systems to Microsoft Teams or Skype for Business

IT SERVICES AND SUPPORT

PERSONAL CONFERENCING DEVICES SERVICE

- Unlimited, 24/7/365 access to Poly technical experts for support around the world via your choice of chat, phone, email, live video
- Up to three-year product replacement, including next-business-day advance hardware replacement
- Simpler, single-app support across Poly personal conferencing solutions to control your personal device settings, ensure up to date software, and access advanced troubleshooting tools
- Exclusive Professional Services discounts saving your business time and money

SUPPORT SERVICES

- Our support services team meets various needs, from broadening and deepening your existing support to providing ongoing guidance of specific systems
- A flexible support model that helps companies meet various needs across all stages of hardware ownership
- Troubleshooting to resolve issues and next-business-day services for advance hardware replacement
- In-depth expertise that helps reduce risk, increase uptime, and maintain productivity
- A primary point of contact for Poly-enabled strategic cloud partner endpoint environments, which accelerates response times

MANAGED SERVICES

- Our support services team meets various needs, from broadening and deepening your existing support to providing ongoing guidance of specific systems
- A flexible support model that helps companies meet various needs across all stages of hardware ownership
- Troubleshooting to resolve issues and next-business-day services for advance hardware replacement
- In-depth expertise that helps reduce risk, increase uptime, drive productivity and provide peace of mind
- A primary point of contact for Poly-enabled strategic cloud partner endpoint environments, which accelerates response times

PROFESSIONAL SERVICES

- We provide end-to-end services and guidance for all phases of technology adoption, from planning and design, through deployment and optimization
- On-site and remote support to reduce risk, tailor solutions, conserve resources, speed deployment, and more
- Unique services are available specifically for Microsoft Teams or Zoom environments

UC PLATFORM INTEROPERABILITY

During the pandemic, platforms like Microsoft Teams, Zoom, and GoToMeeting made it possible to connect with customers and coworkers, making them critical to keeping businesses operational. Now, the world depends on these unified communications (UC) more than ever.

Poly solutions provide standards-based interoperability, giving your workforce the flexibility to easily switch between UC platforms. Our device interfaces are intuitive and easy to use, helping you reduce IT support calls — which, in turn, optimizes the return on your hardware investments.

Even better, Poly devices natively integrate with both Microsoft Teams and Zoom, the two leading UC platforms. That means they'll share a consistent user interface, making it easy to shift between various devices as needed.

8x8

aws partner network

BlueJeans
by Verizon

Five9

Google Cloud

GENESYS

GoTo

metaswitch

Microsoft

ribbon

RingCentral

zoom

CONSTANT INNOVATION

Poly brings together Plantronics and Polycom: two established brands with a heritage of innovation. But that's not all that sets Poly apart. There's also our proprietary research and thoughtful development. That's what makes the difference in our technology and overall user experience for next-level tech like:

POLY NOISEBLOCKAI

Say goodbye to interruptions caused by loud typing, paper shuffling, and noisy hallways. Noiseblock AI uses advanced machine learning algorithms to identify and remove unwanted noise from meetings — even while someone is speaking.

POLY ACOUSTIC FENCE

Create an invisible "bubble" where sounds outside it aren't heard while voices inside it are heard clearly. Deployed on certain Poly headsets, phones, and conference room solutions, Poly Acoustic Fence blocks out distracting sounds such as noisy neighbors and barking dogs.

POLY PRESENTER TRACKING

Stay focused on the active talker and follow them around the room automatically, keeping them in the middle of the camera view at all times. It's simple to use for instructors on the move while providing a classroom-like experience for remote students.

POLY AUTOMATIC SPEAKER FRAMING

Frame and zoom the camera on your active speaker(s) in the conference room, switching automatically as different participants are speaking. Poly Speaker Framing uses TV production rules to make your teams look their best — without having to hassle with remotes or presets.

ACTIVE NOISE CANCELLATION

Eliminate background sounds before they even reach the ear. By inverting incoming soundwaves in the headset, employees can focus on their conversation and not the air conditioning unit in the next room.

ALEXA FOR BUSINESS INTEGRATION

Allow users to ask Alexa for Business to join your meeting without ever pressing a button. It's a safe and convenient way to bring the voice command world of the future to today's boardrooms and on-the-go professionals.

THE POLY DIFFERENCE

100%
OF FORTUNE 500 COMPANIES
rely on Poly products and services to power their communications and collaboration.

HERE'S WHY:

01

YOUR HEADSET, VIDEO, AND PHONE NEEDS IN ONE PLACE.

No matter your workspace or workstyle, Poly offers an extensive portfolio of headset, video, and phone solutions for it. We'll help you find the right device for every employee and environment, without the annoyance of juggling multiple contracts, services, hardware, and support.

02

INTEGRATED WITH YOUR PREFERRED PLATFORM.

Sure, we offer deep integration into Microsoft Teams and Zoom, but we also provide wide-ranging interoperability with all platforms. Never again worry about having to replace hardware whenever you change providers.

03

QUALITY THAT'S SECOND TO NONE.

We make HD cameras and audio devices that work great and feel natural. This level of quality and ease keeps team meetings productive and improves the quality of client communications.

04

FUTURE-PROOF COMMUNICATION.

Our strong relationships with key UC platforms mean Poly technology stays up with — and often leads — the next workforce trend or innovation. We continuously expand upon our solutions to adapt to your business needs.

05

LOCAL SUPPORT. AROUND THE WORLD.

Rest easy. No matter where you and your remote employees work, you'll be backed by Poly experts and Preferred Channel Partners in your home market, language, and time zone.

BUILD THE FUTURE OF WORK TODAY

Same walls, same desks, new model. Your office may look the same, but your collaboration styles have changed for good. Offices can adapt with tech that supports equal participation for everyone, whether they're dialing in from group spaces, personal workspaces, in the office, or working remotely.

At Poly, we help companies like yours create work experiences that allow people to connect, collaborate, and perform at their best. With a combination of innovative technology and consultative services, we can help you plan, design, deploy, and optimize your hybrid work strategy — one that can adapt as employees' needs and behaviors change.

Whether employees are in the office, on the go, or at home, together we will create an environment that makes it easier to hear, share, and see.

WE'RE HERE TO HELP.

Learn more at poly.com

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PLANTRONICS & POLYCOM

SOURCES
[1] IDC Future of Work Report, Embracing the Hybrid Workforce, March, 2021
[2] Frost & Sullivan: the State of the Global Video Conferencing Devices Market, Forecast to 2025, 3-11-2021
[3] McKinsey, "Technology, Media & Telecommunications"
[4] Factworks: Poly Global Segmentation Research, 2021

"Working from home doesn't have to mean reduced productivity. Business-grade audio and video tools let your people communicate effectively and reliably, even while working in 'less than ideal' locales. When you equip your workers properly, you make working from home what it should be—a wise business decision, not a compromise."

IRA M. WEINSTEIN

MANAGING PARTNER, RECON RESEARCH