



Key Features

- Leader in HD video conferencing, voice conferencing and telepresence solutions
- Over 415,000 customers and 68 offices worldwide
- Enabling companies to defy distance, increase productivity and provide better customer service

SCC AVS's Expert Installation and Support lets Polycom Show Off its Solutions

Objective

As a leading provider of video and voice conferencing solutions, Polycom's executive experience centres showcase the very best in its innovative collaboration solutions.

The aim?

Find a provider who would respond quickly to technical issues and provide ongoing support to the same high standards that underpin its own services.

What Made SCC AVS Stand Out?

1. Quality of previous installations and projects
2. Technical knowledge and expertise
3. A dedicated service team
4. Specialisations and accreditations
5. Polycom Platinum Partner status
6. The experience it showed during recent high profile Polycom projects

"With over 20 crucial meetings a week in our London and Paris locations, we needed our technology to be reliable, functioning correctly and really showing off the Polycom video experience we are known for."

Graeme Fish

Polycom - Director, EMEA Theatre Experience Centres

The Solution

- **What did SCC AVS deliver?** The company redesigned the showcase rooms and installed a customised AV and video conferencing suite.
- **Why?** To enhance video interviews and improve the user experience for presenters.
- **What was provided post deployment?** SCC AVS's renowned support services with one single, dedicated point of contact.
- **What happens if they are not available?** Polycom has access to a full service-desk and engineering team via telephone support.

Results

"We have a great working partnership with SCC AVS. Our projects were completed on time and to an extremely high standard. SCC AVS has been great throughout, from pre-project through to post deployment support and their advice on the best solutions for our needs was extremely helpful," said Fish.

The Polycom team now have video interviews that run **much smoother**, equipment that's **easier to use** and the ability to set up meetings **even faster**.

The new meeting rooms' added functionalities have **enhanced the overall video conference experience** and enable presenters to **better demonstrate** the benefits and features to potential customers, all with the confidence that the equipment will work **seamlessly and reliably**.

When technical issues have occurred, Polycom have received expert support from its single point of contact, with SCC AVS's engineers ready to resolve issues on-site quickly and efficiently.



"We couldn't have asked for more from SCC AVS. Making the switch has been a great success. We now have a more stable video conferencing environment. We've had less trouble tickets since installation and when we do have issues, SCC AVS's team are quick to respond and resolve them."

Graeme Fish

Polycom - Director, EMEA Theatre Experience Centres

About SCC AVS

SCC AVS is a Collaboration Solutions Provider Unlike Any Other

An unrivalled heritage. Best-in-class technology. Innovative, creative solutions. A passionate team.

We are experts at forging long-term client relationships and delivering tangible business outcomes, better connections, higher productivity, and stronger business performance.

As part of the SCC group we leverage our wider capabilities and vast AV experience to provide a true end-to-end in-house solution and our extensive technical knowledge underpins a specialist portfolio of collaboration solutions, audio visual, visual communications and unified communications.

From design and implementation, to flexible as-a-service models, user adoption programmes and managed services, we identify your optimal solution and deliver everything seamlessly first time, every time.

We are the only choice for better collaboration.



For more information about SCC AVS and our services please visit www.avsnet.co.uk or phone us on: **0203 005 3585** or email: sales@avsnet.co.uk