

SkySwitch & poly

Present



FEATURING:

Darren Knapp, Director, ITSP Sales @Poly
Lee Marlow, Sales Manager, ITSP Sales @ Poly
Skip Maryland, Solutions Architect @Poly
Andy Abramson, CMO @ Skyswitch
Corey Stoker, VP of Support @ Skyswitch

You Had Me at Remote PCAP!

WFH HIGHLIGHTS

One in four workers say they are working entirely from home

U.S. workers average 5.8 remote workdays, up from 2.4 pre-pandemic

Good news: Estimated \$90.9B in gas savings in the USA

Bad news: Estimated 3X prevalence of depression symptoms increase in USA



WFH DEMAND EXPLODES WITH PANDEMIC

Could working from home become the new normal?

Managers are learning as they go as remote workers don't turn on their webcams for video conferences because their hair looks bad.



The New York Times

Opinion

You Are Not Working From Home

How to make sure the rise in remote work doesn't mean the death of work-life balance.



By Charlie Warzel
Mr. Warzel is an Opinion writer at large.

Mon 26, 2020



Broward County Employees Frustrated At Lack Of Work From Home Policy

By DONALD ROBERTO • PHOTOS BY JEFFREY...

A Guide on How to Make the Most of Working From Home During the Coronavirus Outbreak

COVID-19 is making remote work a new norm

By Mary Emily O'Hara

March 10, 2020



KSAT San Antonio

Amazon hiring for 1,000+ full-time, work-from-home jobs

Amazon has more than 1100 work-from-home jobs currently available on their website.

3 days ago



ORGANIZATIONAL CULTURE

The Alternative Workplace: Changing Where and How People Work

by Mahlon Appar, IV

From the May-June 1998 Issue

Save Share Comment Print Buy Copies

On September 20, 1994, some 32,000 AT&T employees stayed home. They weren't sick or on strike. They were telecommuting. Employees ranging from the CEO to phone operators were part of an experiment that involved 100,000 people. Its purpose? To explore how far a vast organization could go in transforming the workplace by moving the work to the worker instead of the worker to work.

Employee quits job after being told he can't work from home amid COVID-19 outbreak

Posted: 2:55 PM, Mar 19, 2020 Updated: 6:44 PM, Mar 19, 2020

By: Chris Stewart



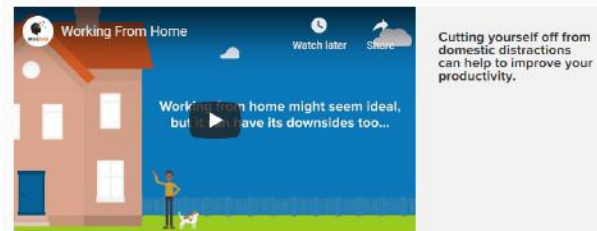
Staying Focused When You're Working From Home

Deal With Distractions to Get Everything Done

Mark's boss has agreed that he can work away from the office three days a week and, this morning, he set up his laptop on the kitchen table, ready to tackle the long list of things he needs to do. But, eight hours later, that list hasn't changed much! What's he been doing all day?

Working from home can be highly productive, but it can also go badly wrong. Without a proper office space, a prioritized schedule, and on-the-spot supervision, it's all too easy to be distracted, and to get very little done – like Mark!

In this article and video, we explore ways to avoid the pitfalls, conquer distractions, and stay professional and productive while you're working from home.



abc NEWS VIDEO LIVE SHOWS 2020 ELECTIONS CORONAVIRUS

Best tech for working from home during coronavirus pandemic

Tech tips that can help make remote work setup a lot easier.

By Samara Lynn and Mark Coppock | DIGITAL TRENDS

March 14, 2020, 12:37 PM • 5 min read



Why Working From Home Is Beneficial for the Employer and Employee

Working from home has been a growing trend; the outbreak of COVID-19 might make it mainstream.



NEXT ARTICLE



National

Federal employees may soon be ordered to work from home. That could pose serious cybersecurity risks

The coronavirus outbreak may prompt the federal government's biggest telework experiment to date.

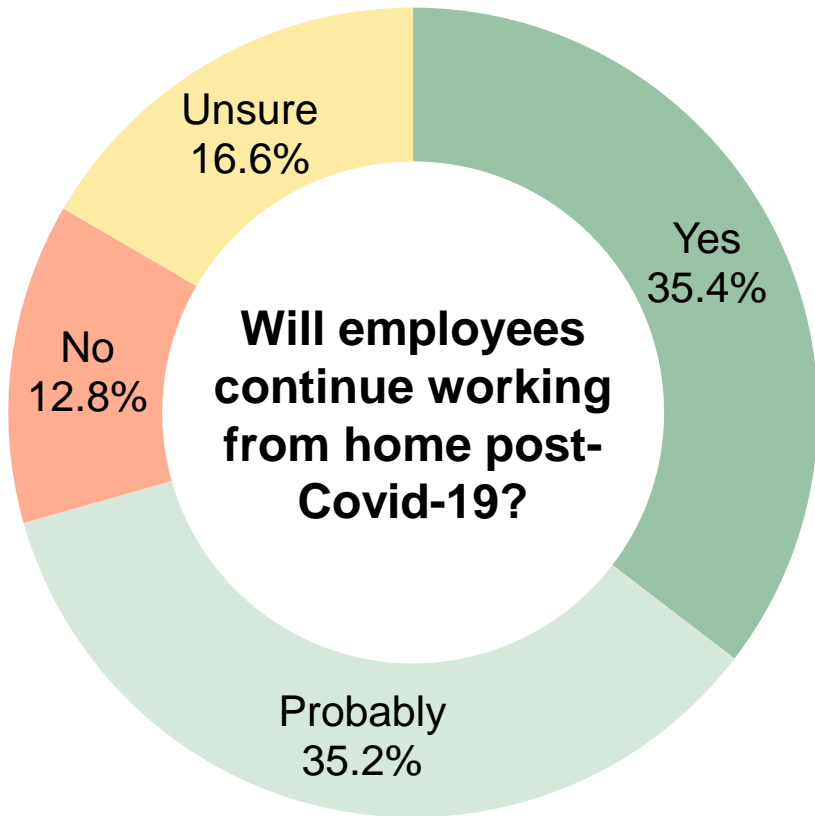
32 Legit Companies That Will Pay You To Work From Home

By Cameron Huddleston

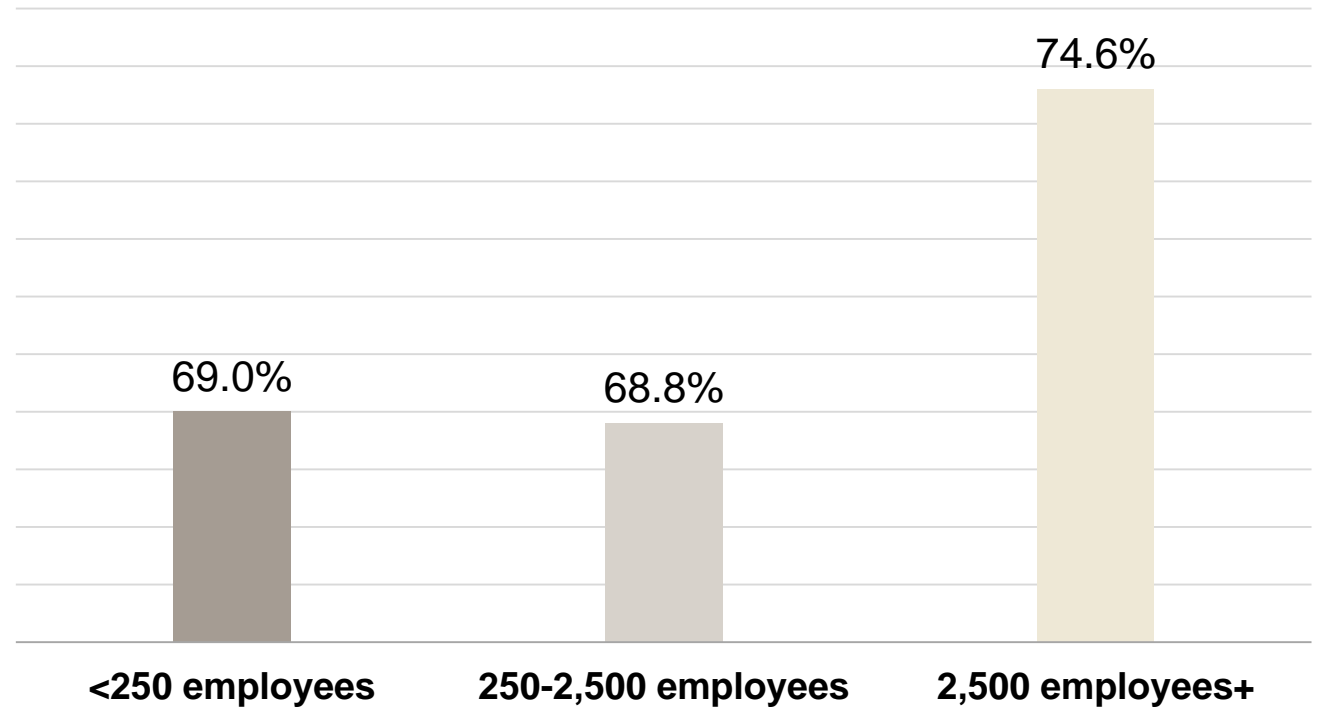
GOBankingRates March 9, 2020

ANALYST PERSPECTIVE: AT LEAST 70% TO CONTINUE WFH

72% WFH now vs 34% pre-pandemic*



Planning to Continue WFH, After Covid Restrictions Lifted (Yes and Probably)



Source: Nemertes Research 2020

POLY PERSPECTIVE:

Top Enterprise UCaaS Challenges with WFH:

1. EMPLOYEE PRODUCTIVITY & SATISFACTION
2. COST / LIQUIDITY & CASH FLOW
3. UNPREDICTABLE (HOME) NETWORKS

**#1 QUESTION PARTNERS ARE ASKING:
CAN YOU HELP US?**



THE POWER OF MANY

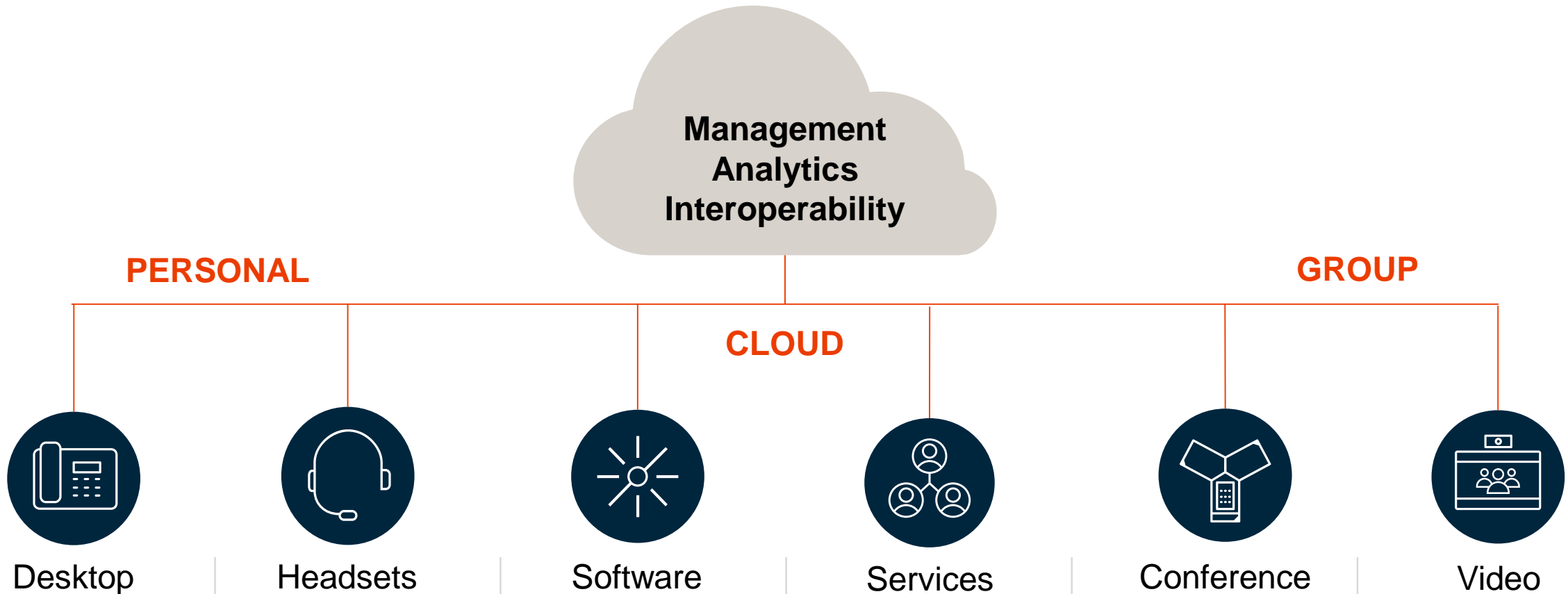
Our ITSP team mission is to help our partners succeed

“No one can whistle a symphony. It takes a whole orchestra to play it.”

- H.E. Luccock

POLY END-TO-END PARTNER SUPPORT SYSTEM

Deliver endpoints that elevate experience and software & services that solve critical problems



See investor.poly.com for reconciliations of GAAP to non-GAAP measures

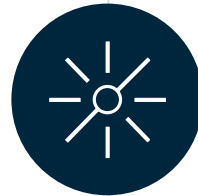
STRATEGY VISUALIZED

PERSONAL

Desktop | ATA's | Headsets



CLOUD
Management
Analytics
Interoperability



Free Device
Management



DaaS & other
OPEX
Services

GROUP

Audio | Video | Audio + Video



WFH CHALLENGES:

NOISE & DISTRACTIONS



1. Distracting noises / interruptions
2. I can't hear / can't be heard
3. Video calling fatigue
4. App incompatibility / several platforms
5. I look terrible on video

CASH FLOW / LIQUIDITY



1. Revenue loss during Pandemic
2. Unknown 'return to normal' (profitability)
3. Potential 2nd or 3rd wave
4. Mounting debt and cost of debt
5. New costs with a remote workforce

(Home) NETWORKS



1. Inadequate bandwidth / no QoS
2. Firewall settings
3. Unresolved technical issues
4. Household usage/quantity of devices
5. No cabling / dependent on WiFi

PDMS-SP

WHAT IS IT?

Poly CLOUD SOFTWARE that:

1. Provides access through the firewall
2. Key metrics on the EU LAN & PHONE MOS
3. Testing Tools

WHAT'S THE COST?

FREE TO POLY PARTNERS





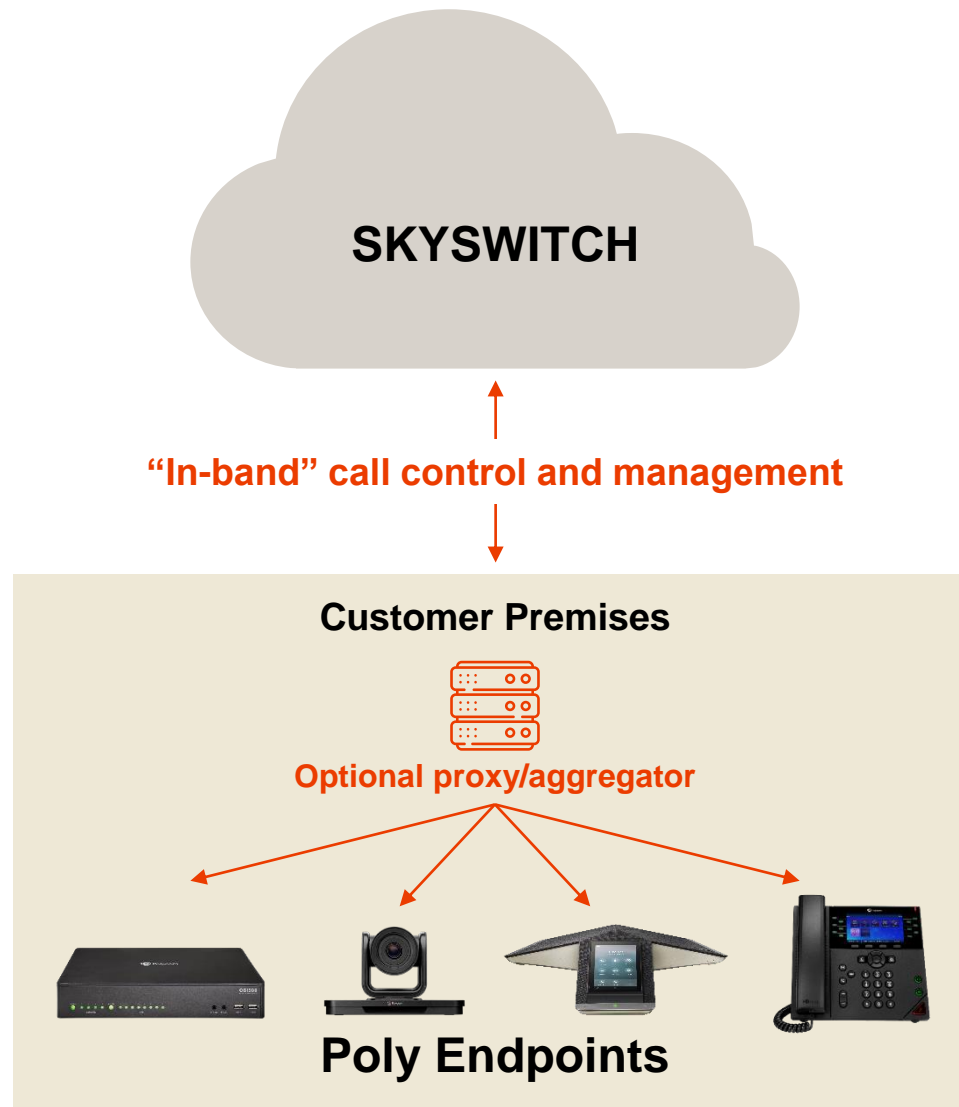
PDMS-SP: CLOUD TOOLS FOR ITSPS

POLY DEVICE MANAGEMENT SERVICE FOR SERVICE PROVIDERS

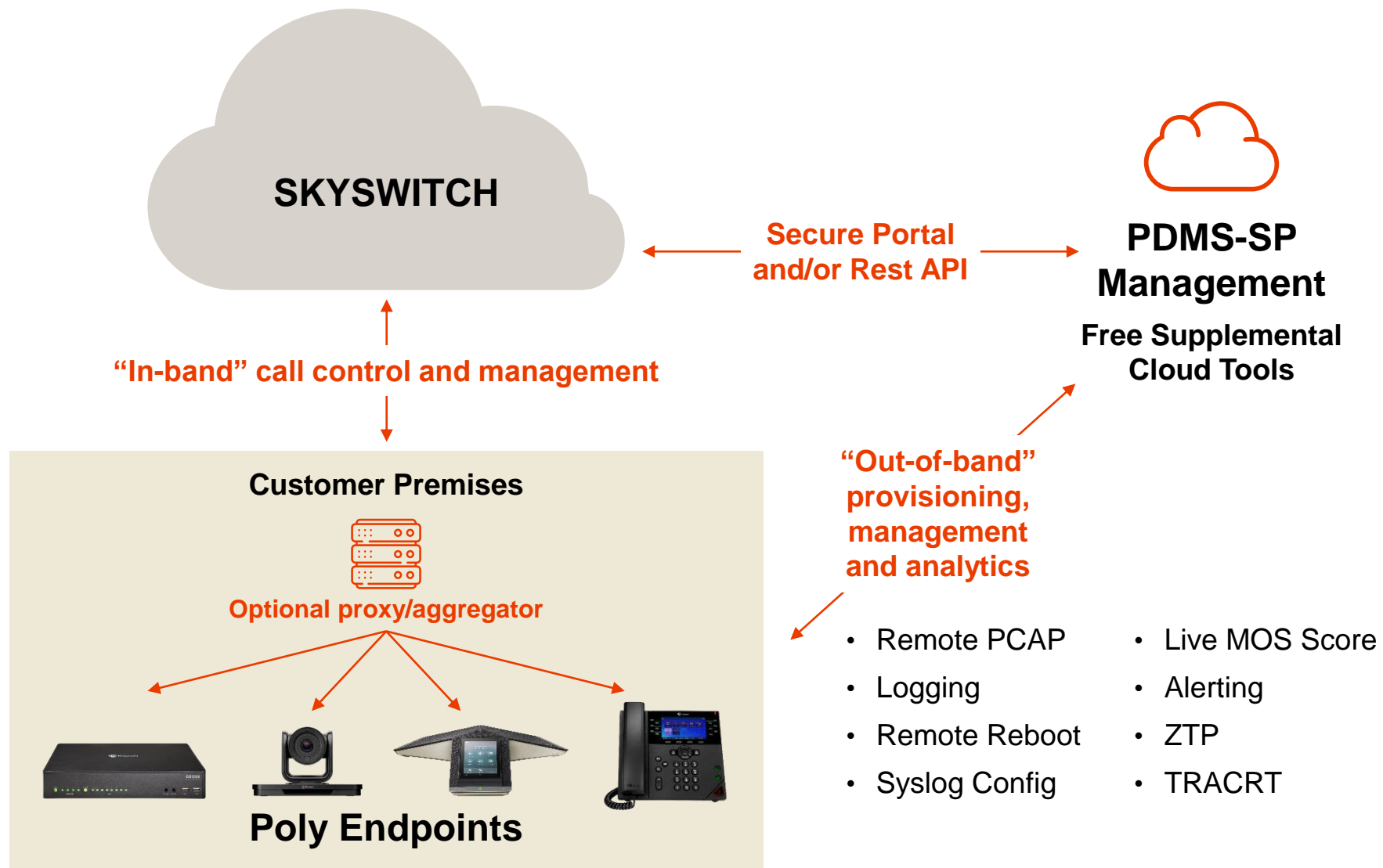
**Centrally manage and troubleshoot your
Poly voice devices securely from the cloud**

- ✓ **Remote PCAP**
- ✓ **Call analytics**
- ✓ **Remote reboot**
- ✓ **Live config updates**
- ✓ **API access**
- ✓ **ZTP: Zero Touch Provisioning**
- ✓ **Much more**

CLOUD UC DEPLOYMENT



CLOUD UC DEPLOYMENT WITH PDMS-SP



PDMS-SP Testimonial During the CoronaVirus Pandemic



TESTIMONIAL: “I’m working with an agent now who can get her PC online but her phone won’t register. Using PDMS-SP, I can see her phone. After a few minutes of checking, I pull a PCAP see the phone sending out Register messages but not receiving any response. I know from my network we are not receiving any of those attempts. I’ve been able to work with her and her local ISP to narrow down the issue. The ISP is confirming they don’t have SIP turned on for this customer. This only took a few minutes to track down what the issue was. Without these tools that Poly has, we wouldn’t be able to move as quickly as we’ve been able to.” - **NOC Rep @ Poly ITSP Partner**

SUMMARY:

15 Minutes to solve a problem that could have taken hours.

CURRENT PDMS-SP SUPPORTED DEVICES



ALL VVX PHONES

On both UCS and Obi-Edition software



OBI VOICE ADAPTERS



TRIO CONFERENCE PHONES

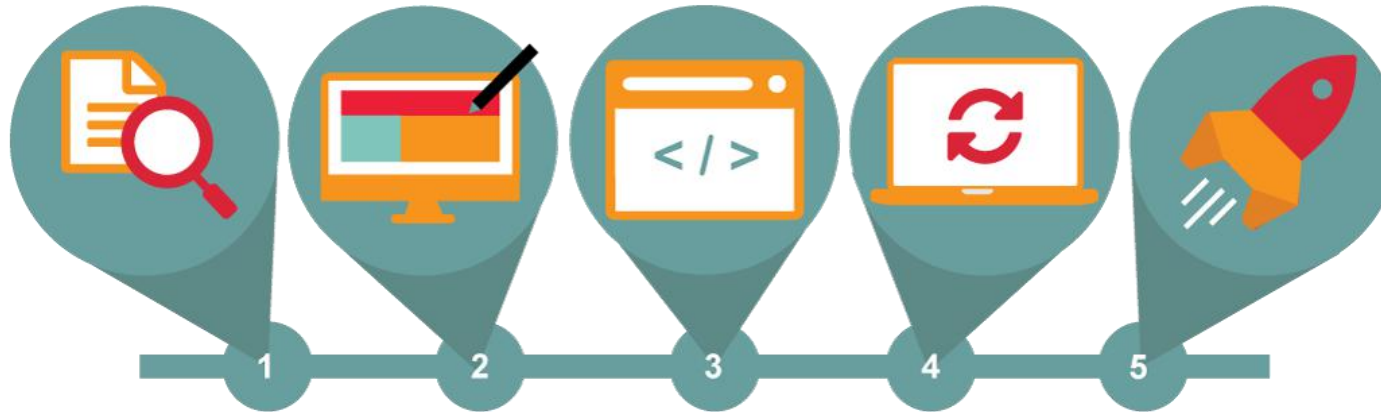
UCS Software Version 5.8 or higher and on all Obi devices (any load)



PDMS-SP XML CODE

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>  
</CONFIG>
```

GETTING STARTED PDMS-SP



Become a Partner

- <https://partners.poly.com/>
- Click APPLY TODAY
- Fill in/Submit Application
- In 2 days accept T's&C's
- Connect with your Poly rep

Request PDMS-SP

- Email Obi.SP.Support@poly.com requesting ITSP Portal Access

Add Devices

- In PDMS-SP, click “Service API”
- Under “Service Info” find your “Onboarding Service Tag”
- Add XML script to the phone(s) you want to connect

WANT TO PARTNER?

NEW PARTNERS GET FREE DEMO
GEAR, A \$500+ VALUE

ITSP SALES SUPPORT



(844) 375-6913 toll free



(916) 696-8425 toll



ITSPSales@poly.com

SUMMARY:

Solve UCaaS Challenges and Help Customers!

1. EMPLOYEE PRODUCTIVITY & SATISFACTION

- End-to-end solutions
- Hardware that elevates experience

2. COST / LIQUIDITY & CASH FLOW

- Hardware is available to Partners as OPEX
- Device as a Service enables your OPEX offer

3. UNPREDICTABLE (HOME) NETWORKS

- Free tool from Poly
- Gain access to home networks



LIVE DEMO

AND Q&A