



LifeSize Services

Assurance Maintenance Services (AMS)

Global Deployment Program (GDP)

Global Delivery

- Flex
- Premium

Global Deployment

Global Implementation

Benefits

- Dedicated LifeSize Services Project Manager (LSPM)
- Simplified International Purchasing
- Enhanced Shipping and Delivery Logistics
- Professional Installation
- End User and System Administrator Training
- Decreased Time to Deployment
- Realize Cost Savings
- Secure Peace of Mind

Supplementary Services

- Convenient Peripheral Purchasing
- Local Support

Installation Services

LifeSize Global Deployment Program

**Simplify your Global Implementation;
Leave it to Us**

LifeSize HD video conferencing solutions provide universal video collaboration, enabling your organization to communicate and respond, worldwide, in a fast, secure and reliable method. However, at LifeSize Services, we know that the deployment of a new global solution, like the implementation of a new video communication system, can be challenging and take valuable time and resources away from business objectives.

We want to help you simplify the deployment of your LifeSize solution by providing you a single source who can manage the entire deployment for you, or just a piece of it. That is why we've created the LifeSize Global Deployment Program (GDP), a LifeSize Services offering with a team of experts ready to manage any aspect of your deployment project, from customizable delivery to scalable installation, in over 100 countries worldwide. The GDP provides you a simple strategy to purchase, ship, deploy and/or implement your LifeSize solution, enabling you to see an immediate return on your investment. Remove the complexities of your global deployment by leaving the management of it to us.



The LifeSize GDP offers four levels of service, with varying benefits, for the deployment of your LifeSize products:

Global Delivery

LifeSize Global Delivery offers two logistics options to choose from so that you may tailor delivery management to your needs.

Flex

The Global Delivery – Flex service provides shipping management of your LifeSize product(s) directly to your site(s) with the option for your company to provide payment of all import duties and shipping costs in the local currency. Commonly called DDU (Delivered Duty Unpaid), this service is available in countries where direct DDU shipments to final in-country destinations are accepted.

Premium

The Global Delivery – Premium service is perfect for the organization that does not need any installation or implementation services but would like to avoid the stress associated with international shipping logistics to one or more locations. This service provides total shipping logistics management of your LifeSize product from the LifeSize warehouse to your doorstep. Your LifeSize Services Project Manager (LSPM) will quote your full service prior to delivery and will facilitate commercial invoices, origin paperwork, insurance, bills of lading, import laws, customs clearance, duty payments and more on your behalf.

Global Deployment

The Global Deployment service provides an LSPM who will manage the deployment of your LifeSize products and select peripherals. In this instance, your LSPM will work with you over the phone to gather your requirements before installation and will coordinate with the LifeSize Field Service Specialist who will execute your installation.

Global Implementation

The Global Implementation service is perfect for larger organizations with complex projects who want to outsource the entire deployment of their LifeSize solution, including the management of their infrastructure implementation. Our LSPM will schedule a visit to your site(s) to understand your requirements and will build and deliver a customized project implementation plan specific to your organizations' needs. From design through final implementation, this service provides you with dedicated resources that will help you successfully deploy your LifeSize video conferencing solution.

GDP Service Matrix Chart

	Global Delivery – Flex	Global Delivery – Premium	Global Deployment	Global Implementation
Delivery directly to your site(s)	✓	✓	✓	✓
Tracking and shipping notification	✓	✓	✓	✓
Facilitate commercial invoices & origin paperwork	✓	✓	✓	✓
Handle insurance, bills of lading, import laws & customs		✓	✓	✓
LifeSize payment of all import duties & shipping costs		✓	✓	✓
LSPM – Deployment assessment			✓	✓
LSPM – Installation coordination			✓	✓
Full on-site installation and basic user training			✓	✓
Peripherals supplemental service			✓	✓
Local support supplemental service			✓	✓
Customized solution for your complex projects				✓

Benefits

Dedicated LifeSize Services Project Manager

Each GDP service offering provides you access to an LSPM. All LSPMs have been trained directly by LifeSize, ensuring you have the finest professionals in the business to manage your GDP project.

Your LSPM will ask you detailed questions to ensure every aspect of your GDP project is addressed prior to execution. A project plan will be reviewed with you, and your LSPM will keep you apprised of specific milestones every step of the way. Having a dedicated LSPM ensures that your project stays on track and is completed on time.

Simplified International Purchasing

We know that purchasing products for all of your International locations can be a strain on your time. From dealing with exchange rates to taxation differences, trying to make sense of it all can become very time consuming. Just tell us which products you need where, and we will provide you with one detailed quote for all of your products, no matter where their end destination may be.

Enhanced Shipping and Delivery Logistics

Shipping your products to a destination right next door may be as simple as packing the product into the right box. However, when you need to ship internationally, and to multiple locations, your shipping checklist will quickly become daunting. Commercial invoices, origin paperwork, insurance, bills of lading, import laws, customs clearance, duty payments — overwhelmed yet? Some GDP service offerings will take care of managing all of that and more. Plus, your LSPM will also manage the entire delivery process of your LifeSize products from

the LifeSize warehouse to your doorstep to ensure their timely and safe arrival.

Professional Installation

On the day of installation, your assigned Field Services Specialist will unpack and inspect all of your products to confirm they have arrived in factory condition. He or she will then proceed to start the installation process from top to bottom. This includes the thorough setup of all of your products. Once installed, your system will be configured per plan, and multiple tests will be executed before it will be deemed a success.

End User and System Administrator Training

Upon successful implementation of your LifeSize solution, your Field Service Specialist will deliver End User and/or System Administrator Training depending on your solution. Acquiring training directly from the Field Service Specialist who executed your installation provides you personalized training specific to your set of solutions. During the training, your team will have the opportunity to receive hands-on experience and to ask any questions they may have. Each participant of the System Administrator Training will receive both a system administration and an interactive user guide.

Decrease Time to Deployment

Purchasing a GDP service provides you resources that will help you identify potential challenges and will address all requirements of your deployment project from the start. Our LSPM will remove the stress associated with project management and will do it quickly and cost-effectively, allowing you to focus on your business priorities and ensuring the quick and successful deployment of your LifeSize solution.



Realize Cost Savings

Because our LSPMs are LifeSize product experts, you will gain the benefit of having an expert on your team without the associated expense. Our LSPMs have managed the deployment of LifeSize products all over the world, ranging from one location installations to multiproduct and multilocation installations, making them experts in all facets of deployment coordination.

Secure Peace of Mind

At LifeSize we feel confident you will always have a professional and pleasant experience with your LifeSize products. However, if you happen to have a question or need support with your product, we want you to know that we're only one step away. And because you have purchased a GDP service, we will have all the details of your solution right at our fingertips, making your call to us a quick and simple experience.

Supplementary Services

Convenient Peripheral Purchasing

The GDP team would be happy to recommend the line of peripherals (carts, displays, wall mounts, etc.) that would best fit your LifeSize deployment and add this line of service to your overall purchase. Engaging in this supplementary service ensures that your entire organization is deployed consistently and gives you the convenience of one-stop shopping for your LifeSize solution. This supplementary service is only available to customers who purchase either the Global Deployment or Global Implementation service.

Local Support

A support service plan from LifeSize will provide you direct access to a LifeSize Services Professional in your country who has been trained and, in some

instances, certified on the LifeSize product line. Your LifeSize Services Professional will deliver proactive and personalized results until your incident has been resolved. With this expert at your disposal, your IT department can leave the troubleshooting of your LifeSize solution to us, allowing them to focus on their business objectives.

More Information

For more information about the service offerings within the LifeSize Global Deployment Program, please contact the LifeSize Global Deployment team at: gdp@lifesize.com or visit us online at: www.lifesize.com/services

About LifeSize Services

You've invested in the best HD video conferencing and collaboration solutions available; now let the LifeSize Services team help you receive a rapid return on your investment.

LifeSize Services offers a full suite of solutions to help you maximize the value of your LifeSize products and optimize their performance. Our global suite of services, delivered via LifeSize Services Professionals, span all phases of your LifeSize solution life cycle. Whether it is a Global Deployment Program, Installation Services or Assurance Maintenance Services that you are looking for, our range of offerings gives you the flexibility to choose the services that meet your specific needs. LifeSize Services ensures your LifeSize products work smarter, perform faster and last longer. Learn more about the full suite of LifeSize Services at: www.lifesize.com/services



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