



LifeSize Services

Assurance Maintenance Services (AMS)

- Coverage for Your Hardware and Software Product(s)
- Dedicated Support by LifeSize Services Professionals
- Software Upgrades
- Rapid Product Replacements

Global Deployment Program (GDP)

- Global Delivery – Flex
- Global Delivery – Premium
- Global Deployment
- Global Implementation

Installation Services

- Project Management by a LifeSize Services Project Manager (LSPM)
- Professional Installation
- End User and System Administrator Training

LifeSize Services

Optimize the Performance of Your LifeSize Solution

LifeSize HD video communication solutions help you improve how you communicate in today's global marketplace. The desire to be in more places than ever, and to do so cost-effectively, has never been greater, and your LifeSize HD video communication solution provides you the ability to do just that. However, at LifeSize we understand that while you want to extend your reach with our global solutions, you don't want to extend your resources, or wallet for that matter, on maintenance. Enter LifeSize Services, your LifeSize expert on optimizing the performance of your LifeSize products.

LifeSize Services provides a comprehensive suite of service offerings for each phase of your LifeSize solution life cycle. From planning and implementation to maintenance and on to support, we've got you covered. And because your success is our success, our LifeSize Service Professionals will recommend the services best suited for the needs of your business today, giving you a quicker ROI and ensuring your LifeSize solution works smarter, performs faster and lasts longer.

LifeSize Services Offerings

LifeSize Services provides a comprehensive suite of service offerings for each phase of your solution life cycle.

Assurance Maintenance Services

Global Deployment Program

Combine all three for a comprehensive suite of services

Installation Services

LifeSize Assurance Maintenance Services

LifeSize Assurance Maintenance Services (AMS) provides a comprehensive suite of bundled services that help you protect your investment, maximize its value and ensure optimal performance throughout the life of the product. This enables you to focus on your business while securing peace of mind that your LifeSize products will consistently deliver a high-quality communication experience.

Each LifeSize Assurance Maintenance Service plan includes:

- Full coverage for your hardware and software product(s)
- Dedicated support by LifeSize Services Professionals
- Software upgrades
- Rapid product replacements

LifeSize Global Deployment Program

The LifeSize Global Deployment Program (GDP) is 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.

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.

LifeSize Installation Services

In order to fully realize and protect your LifeSize product investment, you will want to ensure that your LifeSize solution is installed correctly from the start. A professional installation enables optimal performance from your products and provides immediate benefits from the first day. LifeSize Installation Services provides you access to a team of LifeSize product experts who will work with you to develop, and execute, an installation plan specifically tailored to your organization and its needs.

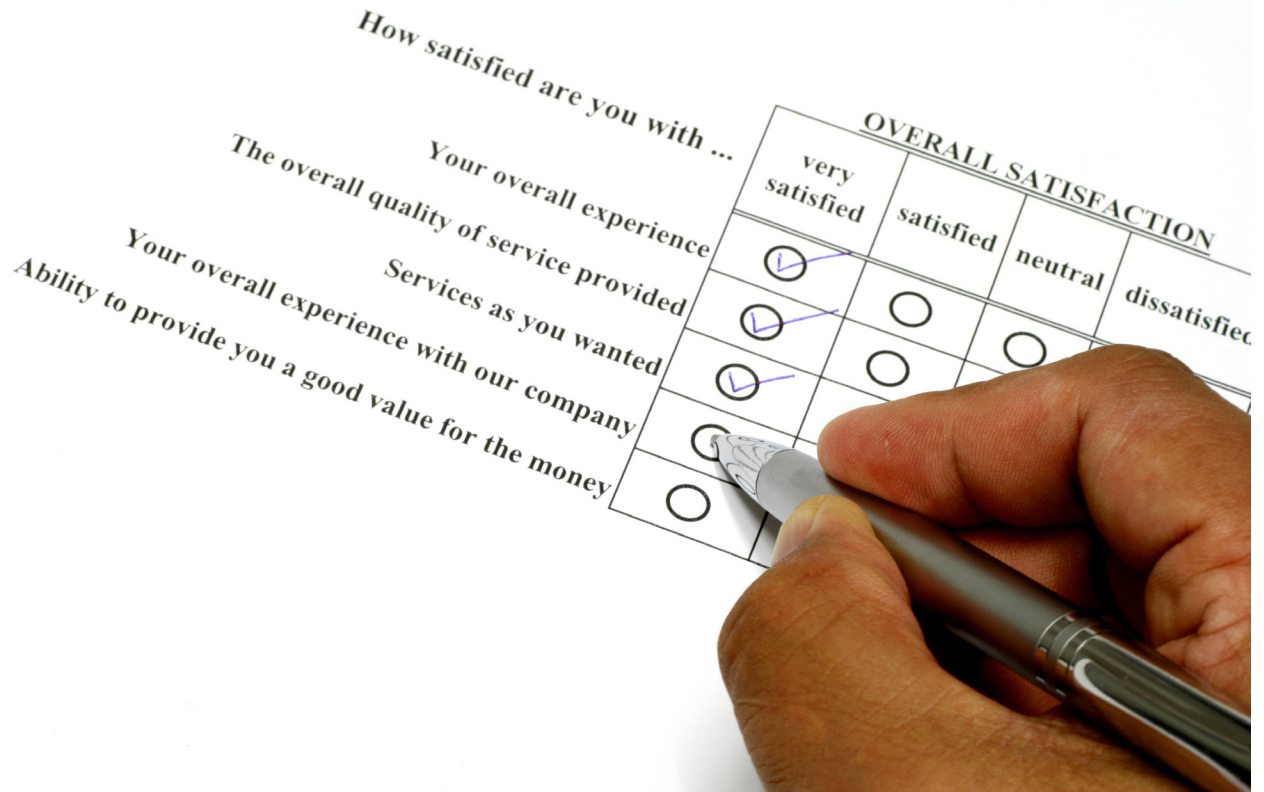
Each LifeSize Installation Services plan includes:

- Project management by a LSPM
- Professional installation
- End user and system administrator training



The LifeSize Services Difference

- Enhanced productivity
- Faster results
- Global reach
- Product expertise



LifeSize Services Benefits

LifeSize Services enables you to optimize the performance of your LifeSize solution, thus extracting a greater return on your investment. By engaging in one or more service offerings from LifeSize Services, we can help you:

- Accelerate business benefits
- Decrease time to deployment
- Drive adoption of your LifeSize solution
- Keep applications current
- Protect against downtime
- Realize cost savings
- Secure peace of mind

More Information

For more information about any of the LifeSize service offerings within the LifeSize Services suite, please contact your LifeSize Account Manager 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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