

logitech®



Minimize Downtime. Maximize ROI.

Elevating and optimizing modern collaboration solutions with Logitech Services.

Effectively managing collaboration ecosystems has never been more important

The increasing demand for collaboration technology across organizations is well known. 76% of businesses today rank video-enabled collaboration as a top three technology priority¹.



However, as these solutions become omnipresent across office spaces and the role they play becomes more vital, so does the need to appropriately maintain and manage them.

With growing collaboration technology footprints and more widespread use of meeting spaces, organizations must ensure that the technology driving them is not just available, but optimized to deliver the best possible return on investment.

The answer?

Custom service solutions that help businesses manage their growing technology needs across a variety of spaces.

In recent years, the perception of a service plan in this context has shifted from that of an add-on to a foundational enabler.

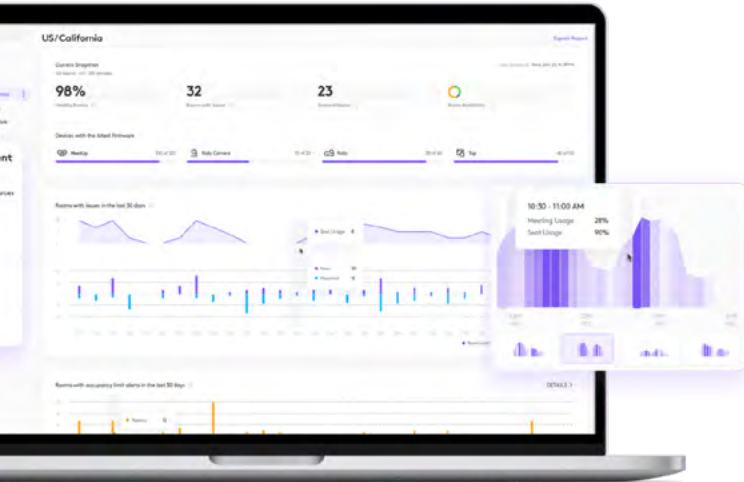
As IT teams face increasing demands, businesses need solutions that ease the load of routine maintenance and troubleshooting. They need support and real-time insights that help them focus on strategic priorities and make informed decisions that drive growth.

With more organizations than ever expanding their use of collaboration technology, this whitepaper explores how Logitech Services can protect and optimize the value of those investments based on specific business needs.



Maximizing the benefits of collaboration technology

The right collaboration technology can simplify and elevate meetings and deliver enhanced productivity, especially as part of an integrated ecosystem designed to support flexible working. However, as such solutions become widespread across an organization, it's important to consider how best to optimize their usage and maximize their value. Below are the key areas business leaders and IT teams should focus on to ensure their collaboration technology delivers the best possible business outcomes.



1. Proactive monitoring and real-time alerts

Real-time alerts help limit the impact of equipment issues. They enable IT teams to tackle device issues upfront and keep spaces running smoothly with minimal disruption. Additionally, remote monitoring and management ensure software updates can be pushed to devices in a timely manner to keep them operating at their best.

2. Reliable backup plans to minimize downtime

Whether it's accidental damage, user error, or technical failure, downtime happens no matter how much planning is in place. Organizations must implement robust processes to restrict the impact of equipment failures or out-of-warranty devices to avoid the financial and operational costs of disruption.

3. Using data to enhance space optimization

Insights derived from collaboration technology, such as room utilization, allow organizations to analyze meeting space usage and make better decisions as a result. This includes understanding and addressing issues that cause spaces to be underused as well as supporting strategic investment decisions, from a need for new technology to expanded real estate requirements.





Enhance your spaces and empower your people with Logitech Services

Logitech Services are designed to elevate collaboration technology and address IT and business challenges across three key areas:

Device management

- ✓ Centralize management of connected devices using Logitech Sync.
- ✓ Benefit from remote diagnostics, remote access to devices, and the ability to push updates remotely.
- ✓ Get instant alerts to monitor and respond to device issues.
- ✓ Gain simple integration with platforms like ServiceNow to make ticketing and management easy.

Space management

- ✓ Leverage advanced features for space booking and more through access to platform-agnostic workspace automation features.
- ✓ Benefit from native room and desk booking solutions.
- ✓ Get insights to help make better use of spaces and ensure collaboration environments are optimized.

Coverage and support

- ✓ Enjoy 24/7 global support to resolve challenges anytime, anywhere.
- ✓ Minimize downtime with next-business-day* replacements and onsite spares**.
- ✓ Gain access to a Designated Service Manager** who will be your technical point of contact, overseeing all activity in your account.

*In most markets

**For customers with 50+ licenses or an Enterprise Plan

Tailored service plans for every business need

With three service plans available – Basic, Essential, and Select – Logitech enables you to choose the ideal option for your current needs. But how do you make the decision? The answer lies in getting a good sense of your current setup and future plans. By analyzing your needs from a device management, space management, and coverage and support perspective, you can navigate your way through the key considerations to help you choose the plan that best meets your collaboration needs.

Understanding your business needs today and tomorrow

When strategizing a long-term plan, you need to decide on what your business needs today as well as its future requirements. You must assess the potential of your operations to determine your current capabilities and the opportunities for growth.

Define your device management needs

Device management is a large consideration when choosing your service plan. If real-time monitoring, the ability to update remotely, automated alerts, and insights are important to the health and performance of your devices, you should consider Essential and Select. By utilizing Logitech Sync, you can enable your IT teams to track device performance and address any challenges company-wide, no matter where they are located.

Considering space management needs

Effective management of your workspaces is crucial for achieving a seamless employee experience and optimizing workplace efficiency.

If simplifying and streamlining room bookings is a primary goal, the Essential and Select service plans provide the tools to help manage your space effectively. These plans include room and desk booking software integration, along with the ability to create customizable office maps.

They also provide crucial data to support the optimization of spaces for maximum efficiency and collaboration technology ROI. With these tools at your disposal, you can streamline the employee experience and enhance your organization's processes.

Coverage and support

If minimizing downtime is a top priority for your organization, the Select plan is a great choice.

With 24/7 global support, quick product replacements, and a Designated Service Manager (if you have over 50 licenses or an Enterprise Plan), you can rest assured that no matter the issue, it will be resolved as quickly and efficiently as possible.





Which service plan is right for you?

Logitech service plans offer a range of options to address the most common collaboration ecosystem needs. Whether you need full-service support, just a little extra help, or timesaving features like room and desk booking and device management, there's a service plan to match.

Logitech Basic

Included with every Logitech purchase, the Basic service plan gives you access to standard IT tools for device monitoring and troubleshooting. When making a Logitech for Business purchase, you're automatically covered by the Basic service plan.

Here's what you get out of the box for free:

- ✔ Technical support in multiple languages during local business hours Monday-Friday, with one business day response time
- ✔ 2-year standard warranty
- ✔ Basic device management in Logitech Sync
- ✔ Basic desk booking features

If you have a small business or are primarily office-based, the Basic service plan might be the right option for you. However, if you are managing multiple rooms or planning to scale, you should consider Essential or Select.

Logitech Essential

The Essential plan includes all of the Basic features, plus advanced software tools that empower your IT team to efficiently manage meeting rooms, flex desks, and devices.

The plan also provides:

- ✔ Room Booking
- ✔ Office navigation maps
- ✔ Insights on space and device usage
- ✔ Real-time email alerts
- ✔ ServiceNow integration
- ✔ Sync Remote UI Access

Essential offers robust software solutions designed to give you enhanced control over device management and deployment. It's a good choice for those who may already have a support agreement with a partner or reseller or for teams with the in-house capacity to manage deployment tasks.

Logitech Select

Select is a premium service plan with maximum coverage and support that is designed to remove barriers to collaboration.

It includes all the advanced features of Essential, plus:

- ✔ 24/7 Tier II support within one hour
- ✔ Product coverage for up to 5 years
- ✔ Next-business-day product replacements*
- ✔ Onsite spares**
- ✔ Designated Service Manager**

*In most markets

**For customers with 50+ licenses or an Enterprise Plan

Logitech Select is perfect for organizations that want additional support in managing their deployment. It enhances efficiency and minimizes downtime through faster response times and expedited product replacements, allowing your IT team to focus on strategic initiatives while everyday challenges are managed for them.

Flexible licensing options

Whether you need coverage for rooms, desks, or both, Logitech offers tailored licensing options, including:

Individual licenses for single rooms and desks

- ✔ The perfect choice for organizations that want to start small and adapt as their needs evolve.

Unified coverage for room or desk spaces across any location within a single contract

- ✔ Ideal for those who have over 100 meeting rooms and plan to expand.
- ✔ Valuable for businesses managing multiple contracts with different end dates.

Still unsure?

To choose the ideal plan for your organization, you must identify your company's primary needs. [This infographic](#) serves as a decision-making tool, guiding you through the process. By following each step, you will be able to identify which service is the best fit for your business.

Protect and optimize your collaboration technology today

As you add more video collaboration devices across your organization, now's the time to protect and maximize their value for the benefit of your business, your employees, and your IT team. By choosing the right Logitech service plan, you can overcome day-to-day challenges with ease and minimize downtime while elevating IT capabilities and employee satisfaction.



Discover how Logitech Services can provide your business with peace of mind and maximum ROI across all your video collaboration solutions.

[Get in touch](#) to explore the service plan that's right for your business today.

1. "A First Look at Logitech Rally Bar Huddle," Wainhouse Research, 2023.

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