

logitech®

|  Insight.



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## DATASHEET

# LOGITECH SELECT

### **A COMPREHENSIVE SERVICE FROM A PARTNER YOU KNOW & TRUST!**

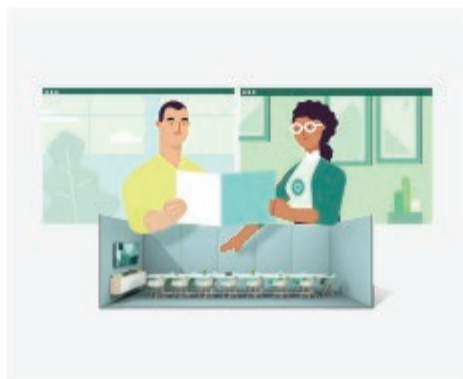
Logitech Select is a comprehensive service plan that delivers enterprise-grade reliability, continuity, and peace of mind through one expert provider. It provides 24/7 support, a dedicated Customer Success Manager<sup>1</sup>, accelerated RMA, onsite spares<sup>2</sup>, advanced Sync analytics including customizable alerts through ServiceNow integration.<sup>3</sup>

## FEATURES FOR ENTERPRISE-GRADE PEACE OF MIND



### 24/7 Enterprise-Grade Support

Logitech Select's 24/7 enterprise-grade technical support provides the right level of assistance fast - anytime/ anywhere.



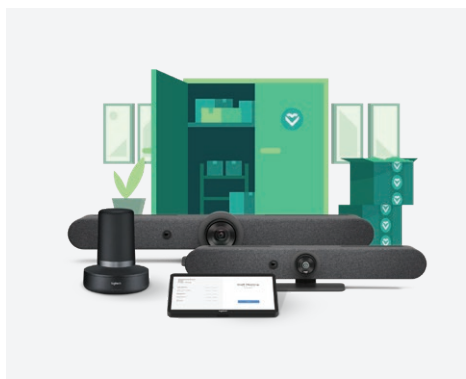
### Dedicated Customer Success Manager

The Customer Success Manager is a trusted partner that knows your business and serves as a single point of contact who will support and address your meeting room needs<sup>1</sup>.



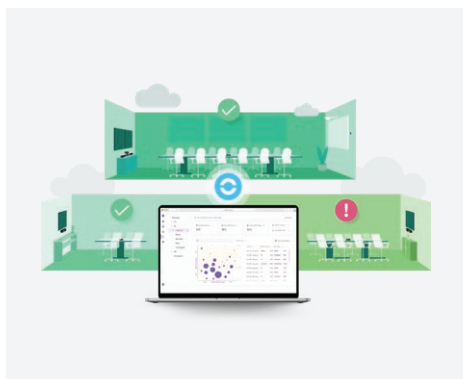
### Advanced RMA

Advanced RMA aims to deliver next business day replacements<sup>5</sup> for Logitech products under warranty to minimize downtime.



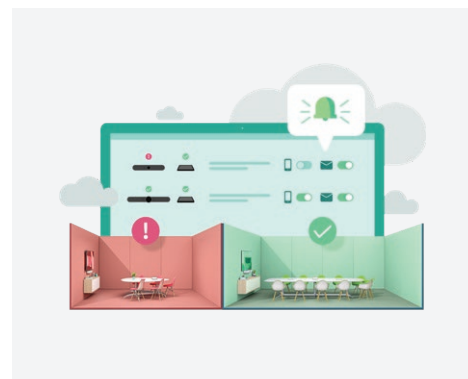
### Instant RMA

Our service provides a set of onsite spares for quick activation and rapid resolution. It's the fastest product replacement possible<sup>2</sup>.



### Logitech Sync Insights Inform Optimization

Sync helps manage and monitor the health of your video collaboration solution. Enhanced Sync with Logitech Select delivers insights on room usage and occupancy allowing you to optimize your video collaboration solutions<sup>3</sup>.



### ServiceNow Workflow Integration

Logitech Sync makes it easy for IT to monitor and manage meeting room devices. Through its ServiceNow integration, push notifications like device disconnections alert IT so they can seek support to resolve any issue quickly<sup>3</sup>.

## WHY PURCHASE LOGITECH SELECT

### PROTECTS YOUR INVESTMENT

When deciding on your video collaboration solutions, you made a significant investment to keep your business connected and innovating. For less than the price of one, in-room video conferencing camera, Logitech Select delivers a robust return on your investment with services and premium insights that will maximize uptime and save you money by eliminating unexpected replacement costs.



### DESIGNED & DELIVERED BY EXPERTS

As the market leader in video collaboration solutions, who better than Logitech to deliver premium, expert service to help you recover from downtime more quickly and efficiently while providing peace of mind.

### SIMPLE, YET COMPREHENSIVE

Logitech is all about simplicity, ease of use, high quality, and value in what we deliver. This simple, yet comprehensive service allows you to receive expert support from one vendor that will help you resolve any issues, hardware or software, that may unexpectedly arise with your video collaboration solutions.

### NEXT LEVEL SUPPORT

While Logitech provides basic business support with all our solutions, we wanted to provide a comprehensive service that is more responsive to what our customers want and need. See the chart below to see how our service plans have evolved to better service your video collaboration solutions.

	BASIC BUSINESS SUPPORT	LOGITECH SELECT
<b>Cost</b>	Included with every Logitech product	Per Room Subscription Fee <sup>4</sup>
<b>Help Desk Support</b>	Business hours phone and email support	24x7 phone and email support <b>within 1 hour</b>
<b>Dedicated Customer Success Manager</b>	No	Yes <sup>1</sup>
<b>Advanced RMA</b>	Ground shipping, time varies	One business day expedited delivery <sup>5</sup>
<b>Instant RMA/Onsite Spares</b>	No	Yes <sup>2</sup>
<b>Logitech Sync Premium Insights</b>	No	Yes <sup>3</sup>
<b>ServiceNow Workflow Integration with Logitech Sync</b>	No	Yes <sup>3</sup>

## HOW LOGITECH SELECT WORKS

Logitech Select is provided on a room-by-room basis enabling customers to cover as many rooms as they prefer, according to their unique business needs. Licenses are required for each room where IT desires Select support. Get started using Logitech Select by following these four simple steps:

**Step 1:** Upon purchase of one or more Logitech Select licenses, customers receive from Logitech an invitation to create an account in the Logitech Select Portal. As an IT Administrator, customers may also grant access to third party providers.

**Step 2:** Assign your Logitech Select licenses to individual rooms within the Logitech Select Portal. Assignment of licenses are required to receive service.

- For customers using Logitech's Sync platform, room and device data can be retrieved from Sync enabling easy assignment of Logitech Select licenses per room. [Learn more about Sync.](#)
- For customers not using Logitech Sync, customers can manually enter room information or upload room information via .CSV files to allocate licenses.

**Step 3:** Accessing Logitech Select services can be done by creating a service ticket in the Logitech Select Portal, or by accessing the "open a ticket" feature within Logitech's Sync platform. For more information, visit [logitech.com/select](https://logitech.com/select) to view a short video on how to open a ticket.

**Step 4:** Track your ticket resolution or RMA request from within the Logitech Select Portal.

NOTE: To access the Customer Success Manager and one set of onsite spares, coordinate with Logitech Select support. Please make sure you have allocated 50 or more Logitech Select licenses to the rooms of your choosing. For access to the Logitech Sync features such as Premium Insights or the ServiceNow integration, please download and set up your video conference rooms within Sync. For more information about Logitech Sync, visit [www.logitech.com/sync](https://www.logitech.com/sync).

## FEATURED PRODUCT SPECIFICATIONS

<b>Covered Solutions</b>	Rooms of all sizes and most Logitech video collaboration products including hardware and software are covered by Logitech Select.	
<b>Part Numbers</b>	Logitech Select 3 year plan (per room)	994-000148
	Logitech Select 1 year plan (per room)	994-000149

## Contact your Insight account rep for more information

<sup>1</sup> Available with purchase of a Logitech Select service plan for 50 or more rooms.

<sup>2</sup> One onsite spare kit for every 50 rooms covered under a Logitech Select Plan.

<sup>3</sup> Available for users of Logitech Sync.

<sup>4</sup> Fee dependent on service plan subscription duration (3 years or 1 year).

<sup>5</sup> Shipping times may vary due to unforeseen situations such as weather conditions, disruption in transportation network or transit, and customs clearance time.