

DATA SHEET

# Polycom RealConnect

## Microsoft video interoperability simplified

Polycom RealConnect offers a simple video interoperability solution for organizations that have chosen Microsoft Teams or Skype for Business as their communications platform. First to receive Microsoft Teams and Skype for Business certification for video interoperability between traditional video conferencing systems and Microsoft Teams or Skype for Business meetings, Polycom RealConnect delivers familiar and consistent user experiences while enabling flexible deployment options that make the migration from on-premises to cloud, or from Skype for Business to Microsoft Teams seamless and without any disruption.

### Native Outlook scheduling and One Touch Dial

Love the simplicity of Microsoft workflow? Polycom RealConnect retains the existing scheduling workflow in Microsoft Outlook, so users can start scheduling a RealConnect-enabled video meeting without any training. Microsoft Teams or Skype for Business users join the meeting via a familiar click-to-join meeting experience, while Polycom and Cisco video endpoints<sup>1</sup> may also be configured with Polycom One Touch Dial, allowing users to join the meeting from conference room systems with just one touch.

### Support throughout the Skype for Business journey

Available for Microsoft Teams and Skype for Business Online and on-premises<sup>2</sup>, Polycom RealConnect allows customers to speed up migration. The license portability of RealConnect Service concurrent subscription gives customers maximum flexibility and helps IT administrators to phase the user migration plans as they see fit, without losing video interoperability for any users.

### Cloud Service and On-Premises

Polycom RealConnect is available as a cloud video interoperability subscription service, or as a supported use case of Polycom RealPresence Clariti collaboration infrastructure. Cloud Service delivers video interoperability without requiring conferencing infrastructure on-premises and provides customers with all the benefits of cloud-delivered services<sup>3</sup>. Existing Polycom infrastructure customers may add RealConnect capability to interoperate with Microsoft Teams or Skype for Business using existing on-premises infrastructure. Additionally, some may consider on-premises collaboration infrastructure to support a full immersive telepresence experience, or to constrain internet bandwidth due to limited bandwidth availability. Whatever the case may be, RealConnect solution lets customers leverage traditional video conferencing systems to call into Microsoft meetings with full audio, video, and content sharing capabilities.

### All the benefits of cloud service

The RealConnect Service is hosted within Microsoft Azure and is managed, operated, and supported by a dedicated Polycom team. The service is deployed in multiple Azure data centers, providing unparalleled resiliency and availability. The cloud-based architecture also makes possible a prompt and iterative approach to keep the service current for all subscribers. Best of all, there are no hidden costs to pay separately for, such as virtual machines, bandwidth and management in Azure.



### Benefits

- **Protect existing video investments**—Bring existing H.323/SIP standards-based video systems into Microsoft Teams or Skype for Business meetings easily
- **Smooth migration to the cloud**—Available for Microsoft Teams and Skype for Business, RealConnect enables faster migration to Microsoft Teams without service disruption
- **Designed for a simple user experience**—Simplify the meeting organizer and participants' user experience through familiar workflow and Polycom One Touch Dial
- **Cloud Service and On-premises**—RealConnect is available as a cloud video interoperability-as-a-service or as a supported use case for on-premises collaboration infrastructure, providing customers full deployment options

<sup>1</sup> Select Cisco endpoints

<sup>2</sup> Microsoft Teams support for on-premises infrastructure pending Microsoft Certification

<sup>3</sup> Firewall traversal solution is required to allow communication to the cloud

	RealConnect Service (cloud service)	RealConnect for Clariti (on-premises)
Microsoft Teams support	Yes	Pending (in Microsoft certification testing)*
Skype for Business support	Yes	Yes
Conferencing infrastructure	In Azure cloud (hosted and operated by Polycom)	On customer-premises
Native Outlook scheduling support	Yes	Yes
Polycom One Touch dial	Yes, included in the service	Yes (workflow server)
Firewall traversal	Required (not included in the subscription)	Yes, included
Subscription	RealConnect Service Concurrent VTC subscription	RealPresence Clariti RealConnect for Microsoft Teams Concurrent Clariti subscription (for Microsoft Teams)

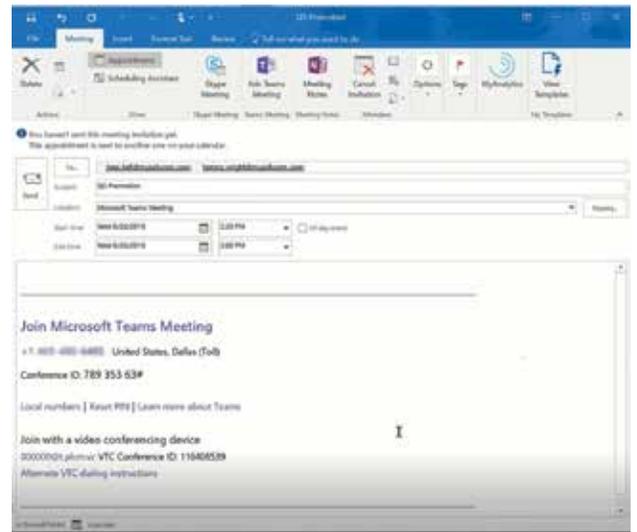
Polycom RealConnect Service has different client requirements between Microsoft Teams and Skype for Business users. Refer to [Documentation](#) or [RealConnect](#) webpage.

### Polycom One Touch Dial

A Polycom® RealConnect™ Service subscription includes free access to Polycom Cloud One Touch Dial, a cloud-based calendaring service that translates Microsoft Teams or Skype for Business meeting information for standards-based video systems (Polycom and Cisco endpoints<sup>4</sup>). Once video conference systems are configured with Exchange room resource accounts on the Polycom One Touch Dial web portal, users can simply add a conference room to the meeting invite and join the meeting from the conference system that is associated in that room. This one-touch-to-join experience is consistent with the click-to-join workflow from Microsoft clients. The Polycom One Touch Dial application reduces time to connect to a meeting and prevents user errors.

Similar One Touch Dial functionality is available for RealConnect for Clariti deployment through Workflow Server. Workflow Server and the One Touch Dial application are set up at customer premises and provide the same one touch dial experience for supported video endpoints.

For a full list of supported video endpoints and requirements, refer to [Support Documentation](#)



*Microsoft Teams meeting invite with RealConnect information*



*Calendar shown (Polycom One Touch Dial-enabled)*

<sup>4</sup> Select supported models  
\* Microsoft Teams support for on-premises infrastructure pending Microsoft Certification

## Polycom Professional Services

Aligned with Microsoft FastTrack MyAdvisor, Polycom is a leading provider of video and voice devices for Microsoft Teams and Skype for Business. Polycom has deep experience designing, deploying and optimizing Microsoft Teams and Skype for Business solutions with Polycom devices. Additionally, we have Microsoft-certified solution architects, consultants, engineers and technicians to help your organization understand, onboard and benefit from Microsoft services.

Polycom RealConnect Integration and Onboarding Services help you fully leverage our industry-leading Polycom RealConnect experience within your enterprise quickly and easily. It also helps you focus on optimizing the end-user experience to drive deep adoption with a consistent workflow that brings native Microsoft and standards-based video solutions seamlessly together.

Polycom Professional Services are aligned with Microsoft FastTrack MyAdvisor, which provides practical guidance for cloud voice and conferencing, with an emphasis on improving the end-user experience. MyAdvisor also provides comprehensive guidance, assets and methodologies for implementing, onboarding and managing a reliable, cost-effective communications service based on Microsoft Teams or Skype for Business. It guides customers through activities that include planning, design, readiness, network essentials, onboarding, enabling users, adoption, operating and optimizing the service and user experience.

## Learn more about Polycom and Microsoft integrated solutions

For more information on the Polycom UC solutions for Microsoft environments, visit [www.polycom.com/Microsoft](http://www.polycom.com/Microsoft) or email us at [TeamMicrosoft@polycom.com](mailto:TeamMicrosoft@polycom.com)