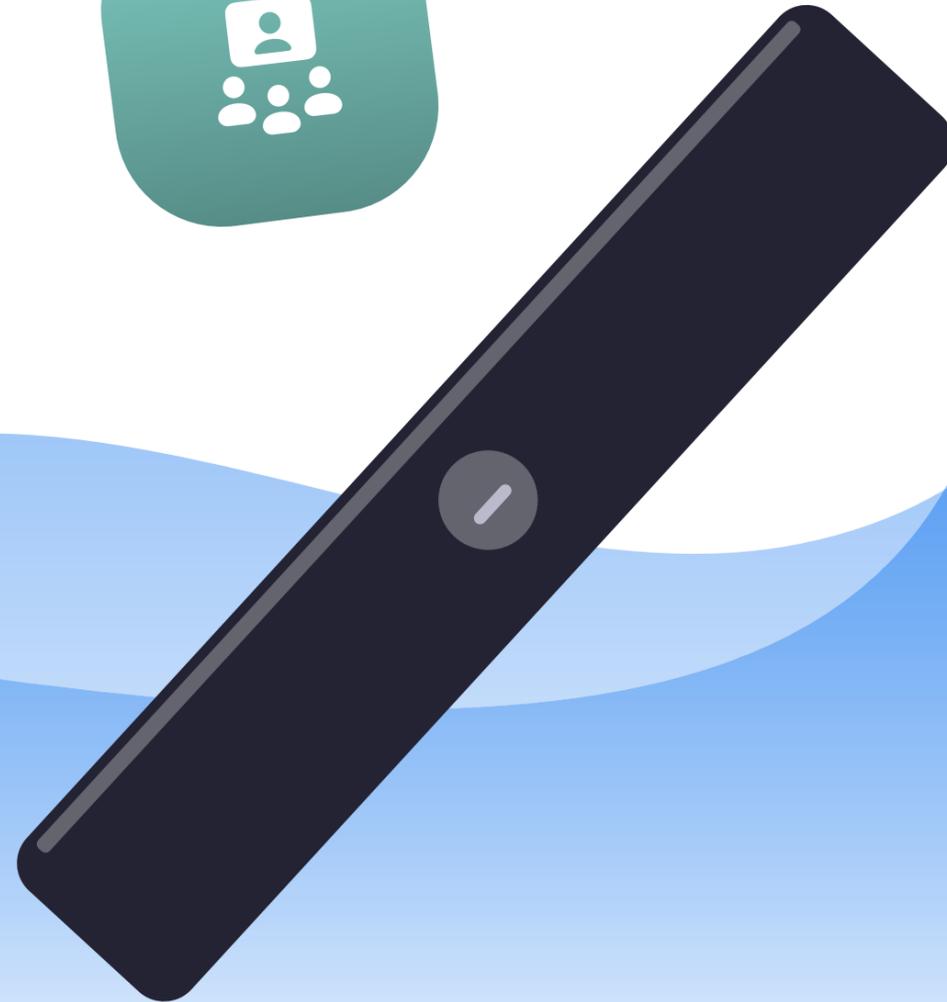
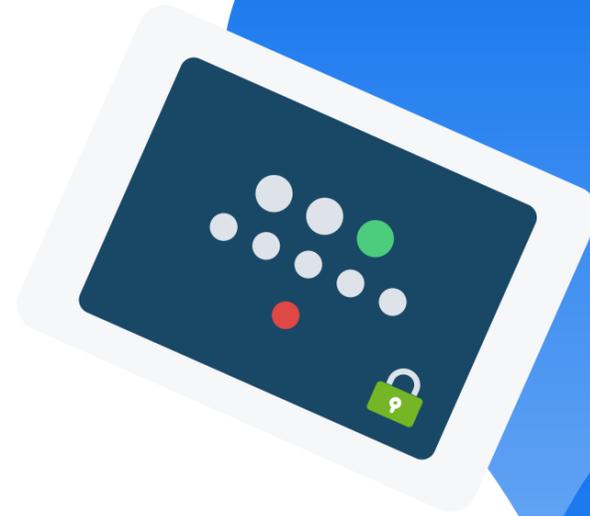


Zoom Hardware as a Service



Foreword

by **Roopam Jain - Frost & Sullivan**

In times of a crisis or economic uncertainty, businesses need exceptional resilience and agility. As COVID-19 challenges organizations globally, business continuity and efficiency is taking on a whole new meaning. During these unprecedented times, people are realizing the power of digital technologies to connect with each other. IT managers, in the future, will be increasingly focused on driving business transformation by building a digital culture throughout their organizations. At the very core of this vision lies effective communications.

Whether working from home or in offices, today's digital workers demand modern, easy-to-use devices with self-service provisioning and instant access to next-gen cloud communications. How can IT departments, in the face of growing resource challenges and constrained budgets, best support users with frictionless experiences while lowering costs – all while simplifying device ownership? Advancements in modern meeting devices and cloud services are driving a profound shift towards communications technology delivered as a service. Hardware as a Service (HaaS) is a game-changer that addresses key IT challenges of heavy upfront hardware costs, complex deployments, high-

touch support, and cumbersome device lifecycle management. It enables flexible and cost-effective OPEX-based end-to-end deployments that future proof technology investments, allowing business users to leverage cutting-edge communications.

As organizations rapidly embrace on-demand consumption models for all their communications needs, there is a growing need to invest in modern voice and video communication devices that are tightly integrated with leading cloud services for a better-together experience. In a recent global Frost & Sullivan survey of IT decision-makers, respondents cited costly, complex and difficult to manage solutions among the top challenges to adopting modern meeting solutions. Turnkey software, hardware, and service bundles for procuring video conferencing devices and IP phones on a pay-as-you-go basis reduce the service and support burden on IT and allow for faster technology refresh. Covering the full gamut of devices for huddle rooms, meeting rooms, executive offices, home offices, open collaboration spaces, or personal workspaces; HaaS allows businesses of all sizes to expand the reach of modern video and voice communications to all employees cost-

effectively. Furthermore, it offers easy upgrades and the ability to scale up or down as business needs evolve, while offering a single point of contact for all procurement and support needs.

The future will be driven by new ways of working. As organizations adjust to the next normal, the demand for video and voice communications will continue to grow exponentially. The power of human connection is core to success – it breeds innovation, drives productivity, and keeps employees and customers happy. For IT decision-makers, the time to act is now. They must tap into the power of next-gen communications by making cost-effective and flexible investments in modern devices and cloud services that increase business agility and provide a unique competitive edge.



Roopam Jain

Industry Director - Unified Communications & Collaboration

F R O S T  S U L L I V A N

Zoom Hardware as a Service

Hardware payment plans for IT simplicity

With Zoom Hardware as a Service, it's easier than ever for Zoom customers to get access to the latest and greatest video communication technology.* Customers can deploy a world-class communications experience with a variety of subscription options for phone and meeting room hardware. Zoom customers will be able to scale video conference rooms and phones with budget-friendly hardware options and hardware refreshes at an affordable, fixed monthly price.

**Zoom Hardware as a Service is available in the US and eighteen other countries.*



Low upfront costs and predictable budgets

Deploy best-of-breed business communication solutions without the large initial investment and save budget for other IT projects.



Scalable end-to-end device management

Simplify deployments with plug-and-play solutions that are fully managed through the Zoom Admin Portal.



Streamlined procurement

Include all your Zoom software and hardware on a single invoice for simple end-to-end procurement.



Simple technology upgrades

Refresh equipment as frequently as every 3 years to keep rooms and phones current with the latest communication technology.

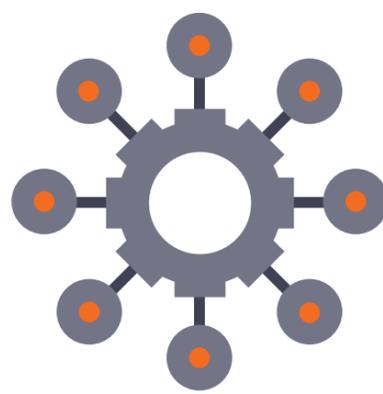
Scalable End-to-End Device Management

Remotely manage your entire deployment as your business evolves with best-of-breed devices built to work with Zoom.

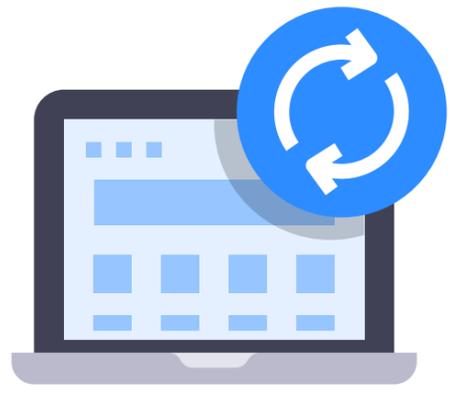
**MANAGE EVERY STAGE OF YOUR DEVICE
REMOTELY IN THE ZOOM ADMIN PORTAL**



Track shipping status



Provision hardware



Keep devices up to date

Simple, Flexible Hardware Procurement



Scaling video across meeting rooms

As video becomes more important than ever, the need to video-enable rooms that were typically left without technology, such as huddle rooms, is creating burdensome upfront costs for IT teams. And with modern workforce trends showing an increasing need for ad-hoc and small group collaboration environments, it's more important than ever to have rooms video-enabled.

When only a fraction of meeting rooms were video-enabled, budgets could handle these deployment initiatives. But when you're looking to scale video to more spaces than ever before, especially in huddle rooms and other smaller collaboration spaces, the complexities of large capital expenditures, invoicing, and technology refreshes can be prohibitive.

That's where Zoom Rooms Hardware as a Service can help organizations scale video to more rooms, more easily and cost-effectively than ever before.





One stop for all your phone needs

Strong communications mobilize your employees to stay engaged while reinforcing your established corporate culture, even in a remote work environment. There's no reason to lose focus simply because your existing PBX system can't support this workplace shift and business continuity.

The most streamlined and cost-effective way to connect your entire organization is to deploy a single communications system across all offices and teams, but in a way that feels like everyone is in the same office. And Zoom's unified communications platform delivers just that.

With Zoom Phone, you get device flexibility and frictionless transfers from desk phones to computer to mobile devices, no matter how people are communicating by voice, chat, or video.

Hardware Refreshes

With Zoom Hardware as a Service, customers can stay current through device upgrades as frequently as every three years, depending on their agreement terms.

Protect investments with comprehensive coverage and advanced replacement to ensure your rooms and deskphones run flawlessly.



Fully Supported by Zoom

Zoom Support is partnering with hardware providers to be the single source for support for all Zoom Hardware as a Service Offerings. Zoom Support will cover initial troubleshooting all the way to resolution or RMA (Return Merchandise Authorization) of a device. Zoom Hardware as a Service support is offered with the subscription service. That means Zoom is the one vendor you'll need to work with to resolve any issues.

For device replacements or refreshes, Advanced Replacement simplifies hardware swapping by shipping a replacement unit in advance of you returning your existing device, minimizing downtime.



ZOOM HARDWARE AS A SERVICE OFFERINGS FROM A VARIETY OF SOLUTIONS FROM LEADING HARDWARE MANUFACTURERS*



neat.



Yealink

ac audiocodes

For more information on Zoom Hardware as a Services device offerings visit
zoom.com/hardware-as-a-service

**Zoom Hardware as a Service is available in the US and eighteen other countries.*

Zoom Phone Hardware as a Service Offerings

Zoom Hardware as a Service does not include software license costs. To ensure you have the most current pricing matrix, please refer to zoom.com/hardware-as-a-service.



POPULAR ZOOM PHONE HARDWARE	
Device	Cost (USD) per device
AudioCodes 445HD	\$7.99/mo
Poly VVX 250	\$5.99/mo
Poly VVX 450	\$7.99/mo
Poly CCX 700	\$40/mo
Yealink T46U	\$6.99/mo
Yealink T33G	\$3.99/mo
Yealink T54W	\$7.99/mo
Yealink CP965	\$50/mo

Zoom Rooms Hardware as a Service Offerings

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ZOOM ROOMS HARDWARE

Device	Cost (USD) per device
Neat Bar and Neat Pad controller	\$110/mo
Neat Pad only	\$25/mo
Poly Studio X30 with TC8 controller	\$100/mo
Poly Studio X30 only	\$75/mo
Poly Studio X50 with TC8 controller	\$150/mo
Poly Studio X50	\$125/mo
DTEN ON 55"	\$200/mo
Yealink A20 & CTP18 controller	\$94/mo
Yealink A30 & CTP18 controller	\$120/mo

For more information, visit
zoom.com/hardware-as-a-service



Zoom Video Communications, Inc. (NASDAQ: ZM) brings teams together to get more done in a frictionless and secure video environment. Our easy, reliable, and innovative video-first unified communications platform provides video meetings, voice, webinars, and chat across desktops, phones, mobile devices, and conference room systems. Zoom helps enterprises create elevated experiences with leading business app integrations and developer tools to create customized workflows. Founded in 2011, Zoom is headquartered in San Jose, California, with offices around the world. Visit zoom.com and follow [@zoom_us](https://twitter.com/zoom_us).