



# **SALES & MARKETING RESOURCE KIT**

LOGITECH SERVICES



**Logitech  
Select**

# DATASHEET

## DESCRIPTION:

A datasheet that explains how Logitech Select works, the customer benefits, and featured product specifications.

## USAGE TIP:

Utilize this datasheet to highlight the overall offerings available from Logitech Select and explain how it brings peace of mind for the enterprise.

[Logitech Select](#)  
[Datasheet](#)



## DATASHEET LOGITECH SELECT

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

Logitech Select is a comprehensive service plan that delivers reliability, continuity, and peace of mind for the enterprise. It provides ultra-responsive 24/7 support, a dedicated Customer Success Manager<sup>1</sup>, product replacement, accelerated RMA, onsite spares<sup>2</sup>, and advanced insights and analytics including customizable alerts through ServiceNow integration for Logitech Sync users.

# WHITEPAPER

**DESCRIPTION:**

A whitepaper that discusses how to optimize offices for hybrid work with Logitech Select.

**USAGE TIP:**

This whitepaper is perfect for positioning Logitech as thought leaders when it comes to hybrid work, and helping customers decide if Logitech Select is right for their business.

[Logitech Select](#)  
[Whitepaper](#)

## OPTIMIZING OFFICES FOR HYBRID WORK WITH LOGITECH SELECT

HOW OFFICE DESIGN PUTS A PREMIUM  
ON VIDEO SERVICES & SUPPORT

logitech




# SALES BATTLECARD

## DESCRIPTION:


A battlecard that provides an overview of the solution, outlines the key challenges faced by your target audience, and what desired outcomes may look like. Also offers suggestions on how to overcome objections when talking about Logitech Select.

## USAGE TIP:

Use this battlecard for ideas on how to start new conversations and confidently sell Logitech Select.



### LOGITECH SELECT: EMPOWER CUSTOMERS WITH EXPERT VIDEO CONFERENCING ASSISTANCE AND TOOLS TO MAXIMIZE UPTIME, REDUCE COSTS, AND SAVE TIME



#### What is Logitech Select?


Logitech Select is an integrated service plan that delivers enterprise-grade reliability, continuity, and peace of mind for video conferencing deployments.


#### UNIQUE SELLING POINTS

- ✓ 24x7 enterprise-grade phone and email support
- ✓ Priority access to a full-solution fast-response team for remote assistance
- ✓ A dedicated Customer Success Manager for customers with 50 or more covered rooms
- ✓ "Instant RMA" via onsite spares enabling same-day recovery for critical room equipment, plus advanced RMA support with next-business delivery for all Logitech room solution hardware products

#### LOGITECH SELECT ALSO INCLUDES PREMIUM FEATURES IN THE LOGITECH SYNC DEVICE MANAGEMENT PLATFORM, INCLUDING:


- ✓ Advanced insights for room usage and occupancy
- ✓ ServiceNow integration for rules-based IT workflows that respond to video conferencing system status





#### Target customer: IT Decision Maker

KEY CHALLENGES	DESIRED OUTCOMES
Growing demand for video meetings and video-enabled meeting rooms.	Reliable, scalable solutions that provide a consistent user experience.
Preventing equipment downtime and resolving support tickets.	Easy to use systems that require minimal support and access to video conferencing experts to quickly identify and solve issues.
Finding time to manage and maintain video-enabled meeting rooms across multiple locations.	Remotely manage systems and resolve issues to free more time for high-value activities.
Managing spares, warranties, upgrades, and replacement equipment to ensure technology remains operational and existing investments are protected.	Robust, cost-effective solutions and support for a seamless, consistent experience.



#### Logitech Select Benefits at a Glance

Positioning Tip: Lead with these prioritized benefits to show the value of Logitech Select to customers with small, medium, and large deployments.

SMALLER DEPLOYMENTS (0-49 ROOMS)	MEDIUM DEPLOYMENTS (50-299 ROOMS)	LARGE DEPLOYMENTS (300+ ROOMS)
<ol style="list-style-type: none"><li>1. Sync Management</li><li>2. Advanced RMA</li><li>3. 24/7 Priority Support</li></ol> <p>Upsell Opportunity: Smaller customers can unlock the Customer Success Manager benefit when they reach the 50-room threshold.</p>	<ol style="list-style-type: none"><li>1. Customer Success Manager</li><li>2. Sync Management</li><li>3. Advanced RMA</li><li>4. 24/7 Priority Support</li></ol>	<ol style="list-style-type: none"><li>1. Onsite Spares</li><li>2. Customer Success Manager</li><li>3. Sync Management</li><li>4. Sync Management with ServiceNow Integration</li></ol>

Logitech Select  
Battlecard

# WEB BANNER

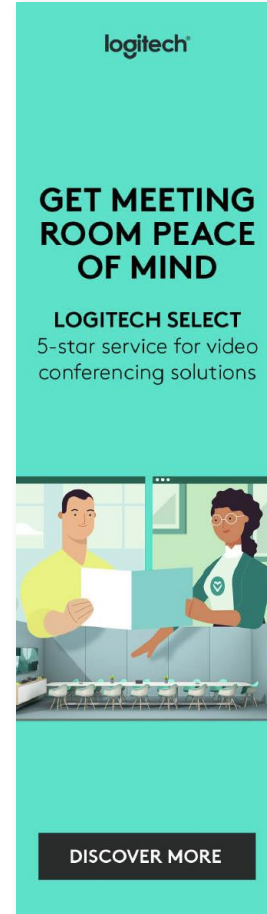
## DESCRIPTION:

A web banner promoting a key message to help attract attention and entice the audience to click the call to action.

## USAGE TIP:

Leverage for web banner advertising and sales.

[Logitech Select](#)  
[Web Banner](#)



# INFOGRAPHIC

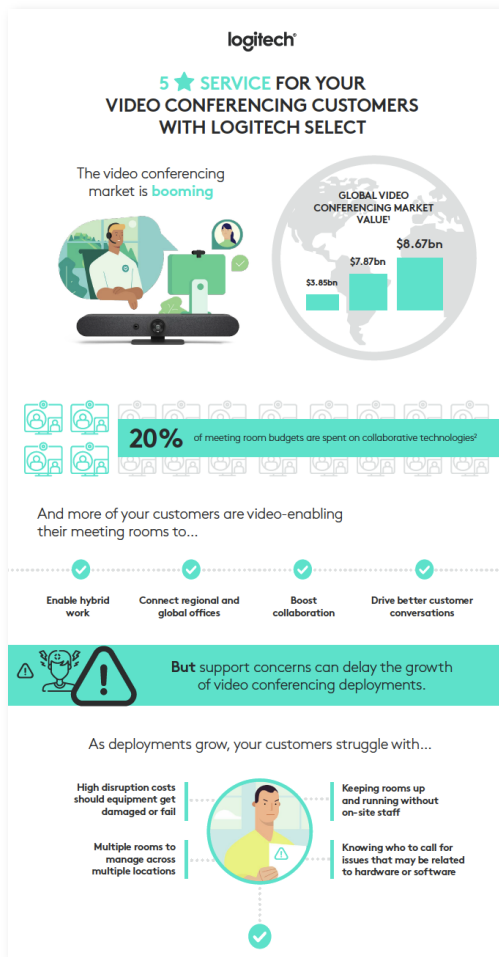
## DESCRIPTION:

An infographic that visually illustrates the importance of Logitech Select, covers the customer challenges and market opportunity, and outlines how it can benefit you and your customers.

## USAGE TIP:

Utilize this infographic to understand how Logitech Select can drive more customer value and video collaboration revenue for you.

## Logitech Select Infographic





# **Logitech Extended Warranty**



# EMAIL BANNER

**DESCRIPTION:**

An email web banner promoting a key message to protect your equipment. Add to your emails to promote Extended Warranty with your customers.

**USAGE TIP:**

Simply insert banner as needed within your own email template.



[Logitech Extended  
Warranty Email Banner](#)

# DATASHEET 1 & 3 YEARS

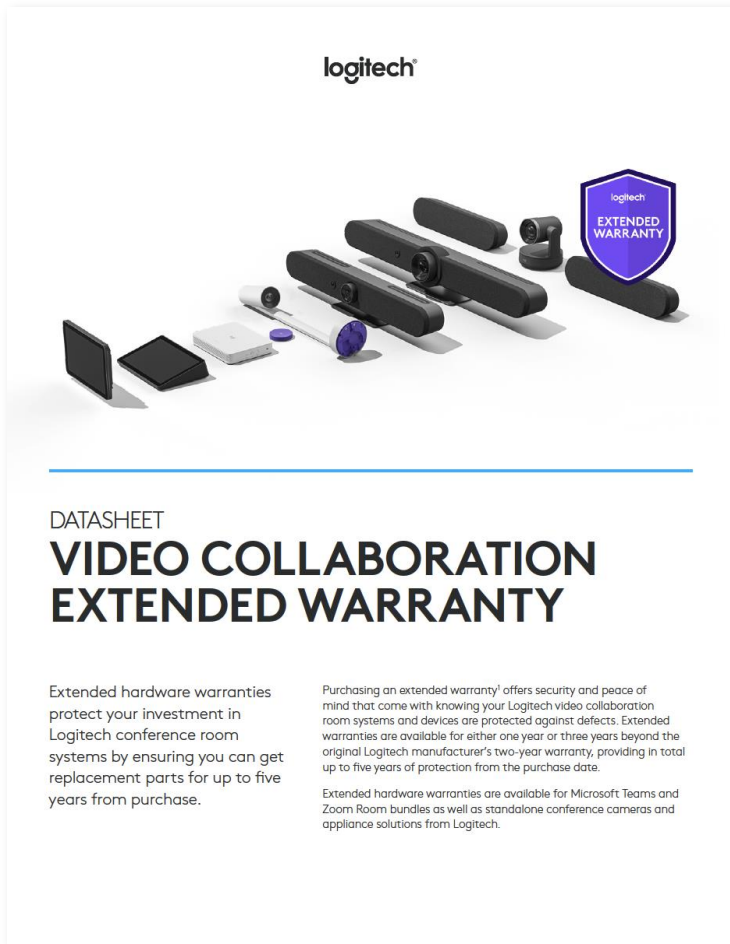
## DESCRIPTION:

A datasheet that explains how Logitech Extended Warranty works, which solutions it covers, and SKUs for one and three year warranty options.

## USAGE TIP:

Utilize this datasheet to highlight the overall service and for quick reference on the one and two year warranty options.

[Logitech Extended Warranty  
Datasheet 1 & 3 Years](#)



# BATTLECARD

**DESCRIPTION:**

A battlecard that outlines Logitech Extended Warranty in a nutshell, who to engage with, what questions to ask, and how to overcome objections when talking about Logitech Extended Warranty.

### USAGE TIP:

Use this battlecard for ideas on how to start new conversations and confidently sell Logitech Extended Warranty.

# LOGITECH EXTENDED WARRANTY: UNLOCK HUGE VIDEO COLLABORATION UPSell OPPORTUNITIES AND HELP CUSTOMERS BETTER PROTECT THEIR CONFERENCE ROOM SYSTEM

## The Logitech Extended Warranty: In a nutshell

The Logitech Extended Warranty offers up to three additional years of coverage to the original two-year Logitech hardware warranty.

That's a total of up to five years coverage for all components of a Logitech conference room system, including Microsoft Teams and Zoom Room bundles as well as standalone ConferenceCam and Appliance solutions. During this time, Logitech will replace the video collaboration hardware should it stop working.

The Extended Warranty helps customers better manage their complete meeting room solution by aligning Logitech with compute manufacturers' warranties.

## Why sell Logitech Extended Warranty?

- **Unlock revenue opportunities** with an easy attach and increase average sales price.
- **Help customers protect their Logitech conference room system** for roughly 10% of the hardware cost.
- **Build loyalty and increase customer retention** by showing that Logitech looks after their conference room system investment.

## Target customer: IT Decision Makers across SMB, MM, and Enterprise

### MICROSOFT TEAMS & ZOOM ROOM BUNDLES

#### ROOM SOLUTION OR PRODUCT?

Base bundle with Top  
Small room bundle: MeetUp & Top  
Small room bundle: Rally Bar Mini & Top  
Medium room bundle: Rally & Top  
Large room bundle: Rally Plus & Top

#### 1-YEAR EXTENDED WARRANTY SKU

994-000093  
994-000088  
994-000044  
994-000099  
994-000045  
994-000010

#### 3-YEAR EXTENDED WARRANTY SKU

994-000053  
994-000060  
994-000072  
994-000061  
994-000071  
994-000082

### STANDALONE CONFERENCECAM PRODUCTS

#### ROOM SOLUTION OR PRODUCT?

MeetUp/MeetUp + Mic  
Rally  
Rally Plus  
Rally Camera  
Rally Bar Mini  
Rally Bar  
RoomMate  
Scribe  
Switch  
Top IP  
Top Scheduler

#### 1-YEAR EXTENDED WARRANTY SKU

994-000098  
994-000090  
994-000061  
994-000087  
994-000038  
994-000037  
994-000039  
994-000047  
994-000025  
994-000050  
994-000051

#### 3-YEAR EXTENDED WARRANTY SKU

994-000054  
994-000055  
994-000056  
994-000069  
994-000068  
994-000070  
994-000064  
994-000065  
994-000069  
994-000063

### KEY CHALLENGES OF DIFFERENT WARRANTY LENGTHS

Complexity of managing VC equipment and keeping up with individual conference room components.

Difficulty in properly amortizing the complete room solution and headaches over budgeting replacements and upgrades.

### KEY OUTCOMES OF EXTENDED WARRANTY SOLUTION

Easier management of the full conference room VC system with aligned hardware and compute warranty lengths.

Amortization of the complete room solution over three or five years, covering all conference room equipment and allowing the full cost to be shifted into the purchase budget.

A warranty that helps save money overall by protecting the Logitech conference room system for an additional year – at roughly 10% of the hardware cost.

Peace of mind for up to five years with protection for the total conference room system, and a product investment that follows a more natural depreciation lifecycle.

### DOCKING STATION WITH MEETING CONTROLS

#### ROOM SOLUTION OR PRODUCT?

Logi Dock

#### 1-YEAR EXTENDED WARRANTY SKU

994-000067

#### 3-YEAR EXTENDED WARRANTY SKU

994-000066

\*Refer to the Logitech website for the full list of SKUs that are eligible.

# Logitech Extended Warranty Battlecard

# WEB BANNERS

## DESCRIPTION:

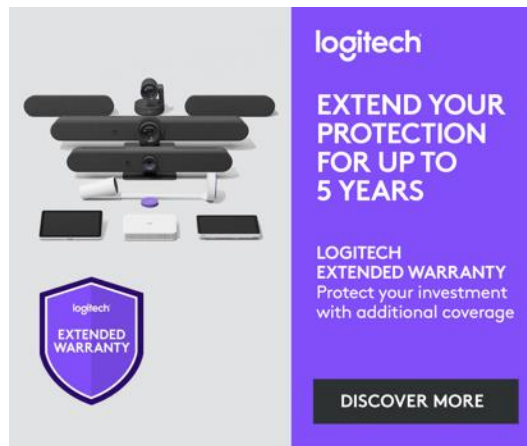
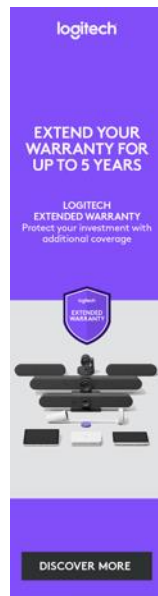
One web banner available in 3 different sizes featuring the key message:

*'Extend your protection for up to 5 years'*

## USAGE TIP:

Simply leverage these images and use to drive advertising and sales, choosing between 3 sizes:

- 1410 x 400
- 300 x 250
- 160 x 600



[Web Banner 1410X400](#)

[Web Banner 300X250](#)

[Web Banner 160X600](#)



**Logitech Sync  
Plus**

# DATASHEET

## DESCRIPTION:

A datasheet that explains the key features of Logitech Sync Plus, with a comparison matrix summarizing the differences between Sync Free, Sync Plus, and Select.

## USAGE TIP:

Use this datasheet to highlight the overall benefits of Logitech Sync Plus, and explain how it differs from Sync Free and Select.

[Logitech Sync Plus](#)  
[Datasheet](#)



## DATASHEET

# LOGITECH SYNC PLUS

Keep your workforce connected by ensuring your Logitech video collaboration devices are healthy and up to date. Sync Plus provides remote device management and additional features that helps you save time and enhance the workplace experience for your employees.

## SYNC PLUS FEATURES

Through Sync Insights you get real-time, historical usage, and occupancy data to help you implement as well as manage and monitor your video collaboration solutions at scale.

Real-time alerts help you stay on top of your video collaboration devices by getting notified if something is out of the ordinary. By configuring alerts for a variety of room and device statuses you get notifications through either email or by leveraging our integration with ServiceNow, helping you maximize availability and uptime for your meeting rooms.

Sync Plus licenses can be added to any or all of your meeting rooms on an annual basis.

**logitech®**