



Datasheet

# Logitech Select for Rooms

Remove barriers to collaboration and ensure conference rooms are ready for the next meeting. With our comprehensive service plan, Logitech Select, we are partnering with you to reduce daily management, optimize performance, and help you get the most out of your investment.

Logitech Select is a comprehensive service plan featuring around-the-clock issue resolution by product experts, accelerated RMA, and powerful software tools for maximum uptime. Ensure your video collaboration solutions are always ready with a service plan that's focused on uptime and business-class performance from a vendor you know and trust.

Think of Select as a help desk staffed by video collaboration specialists with expertise using Logitech products as well as Microsoft Teams, Zoom Rooms, and other platforms.

"We attached Logitech Select to our most business-critical rooms, and it is providing the best service possible to us. Select helps us keep interruptions low thanks to directly available spare parts and 24/7 support. Our first experience with the premium support convinced us we had made the right decision. I would recommend adding Select to anyone purchasing Logitech room solutions."

- **Markus Henze, Cloud & Technology Expert, Franz Haniel & Cie. GmbH**

## One service plan for all your needs

Select is a service plan that is beneficial for all room sizes. Count on our expert assistance and tools to minimize downtime and ensure your video collaboration solutions are always ready and operational when your teams need them.



## Ensure business continuity



### 24/7 support with a one-hour response time

Direct, 24/7 access to Tier II assistance provides a response within one hour from wherever you are in the world. Our experts have deep knowledge of our partner ecosystems like Microsoft Teams, Zoom, and Google Meet.



### A single technical point of contact

Select includes a designated service manager who will be your primary technical point of contact to ensure you get a familiar experience and the assistance you need.<sup>1</sup>



### Advanced hardware replacements

Keep downtime to a minimum with next-business-day<sup>2</sup> delivery of replacements or even direct replacements with our included onsite spare kits<sup>1</sup>.



### Complete device coverage

Select covers all devices in a designated room for the duration of your plan<sup>3</sup>, ensuring lasting investment protection and peace of mind.



### Understand space and device usage

Reliable insights help you make impactful and wise decisions on future IT investments and workspace-related changes.



### Advanced management features

Efficient software features streamline IT maintenance, minimizing downtime and costs. Enjoy full remote access to devices and proactive issue alerts for fast resolution.

## Space management solutions

Leverage advanced features for space booking and more. With Select, you have access to platform-agnostic workspace automation features such as Auto Book and Auto Release and Logitech View, as well as our own native Room Booking solution.








## Why purchase Select?

When deciding on your video collaboration solutions, you made a significant investment to keep your business connected and innovating. 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.

### Key features and plan details

	 <b>Basic</b>	 <b>Logitech Essential</b>	 <b>Logitech Select</b>
<b>Plans</b>	Product lifecycle	1-3 years	1-5 years
<b>Device management</b>			
Provision and configure systems	✓	✓	✓
Monitor and manage devices	✓	✓	✓
Push and control updates	✓	✓	✓
Sync Remote UI access <sup>1</sup>		✓	✓
Email alerts		✓	✓
ServiceNow integration <sup>2</sup>		✓	✓
<b>Space management</b>			
Room booking		✓	✓
Calendar integration to Microsoft 365 and Google Workspace		✓	✓
Auto Book and Auto Release <sup>3</sup>		✓	✓
Booking policies		✓	✓
Custom wallpapers and branding on Tap Scheduler		✓	✓
Logitech View <sup>4</sup> and Maps		✓	✓
Insights and analytics on usage		✓	✓
<b>Coverage &amp; care</b>			
Help Desk	Business hours support for Logitech products	Business hours support for Logitech products	24/7 service via phone and email. Direct access to Tier II support within one hour.
Designated Service Manager (DSM)			✓ <sup>5</sup>
Help Requests via Sync			✓
Product Replacement	2-year standard warranty. Ground shipping, time varies	2-year standard warranty. Ground shipping, time varies	For the duration of your Select plan <sup>6</sup> One business day expedited delivery <sup>7</sup>
Onsite Spares			✓ <sup>8</sup>



## How it works

Scan the QR code to see how you assign room licenses, request support, and access room analytics.

### Featured product specifications

Logitech Select details	<a href="#">Read the Service Description</a>	
<b>Plans and pricing</b>	Select offers flexible licensing options to meet your needs. Choose single room licenses that scale in price depending on your device deployment and room size. Alternatively, opt for an Enterprise Plan that covers all rooms, eliminating the need for room-by-room licensing and enabling seamless expansion and management. All options provide the same benefits.	
<b>Plans per room</b>		<b>Rooms</b>
	Select for Small Rooms One Year Plan	994-000368
	Select for Small Rooms Three Year Plan	994-000369
	Select for Small Rooms Five Year Plan	994-000370
	Logitech Select for Medium to Large Rooms One Year Plan	994-000149
	Logitech Select for Medium to Large Rooms Two Year Plan	994-000194
	Logitech Select for Medium to Large Rooms Three Year Plan	994-000148
	Logitech Select for Medium to Large Rooms Four Year Plan	994-000195
<b>Select enterprise plans for rooms</b>	Logitech Select for Medium to Large Rooms Five Year Plan	994-000196
	Logitech Select One Year Enterprise Plan for up to 100 rooms	994-000267
	Logitech Select Three Year Enterprise Plan for up to 100 rooms	994-000268
	Logitech Select Five Year Enterprise Plan for up to 100 rooms	994-000269
	Logitech Select One Year Enterprise Plan for up to 250 rooms	994-000270
	Logitech Select Three Year Enterprise Plan for up to 250 rooms	994-000271
	Logitech Select Five Year Enterprise Plan for up to 250 rooms	994-000317
	<b>For Enterprise Plans beyond 250 rooms, contact your reseller or account manager.</b>	

**logitech®**

[www.logitech.com/select](http://www.logitech.com/select)

Contact your reseller  
or contact us at

[www.logitech.com/business](http://www.logitech.com/business)

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<sup>1</sup> Available in appliance mode.

<sup>2</sup> Requires ServiceNow license.

<sup>3</sup> A Requires Logitech Rally Bar or Logitech Rally Bar Mini.

<sup>4</sup> Requires Logitech RoomMate.

<sup>5</sup> For customers with 50+ licenses or Enterprise Plans. Assignment of the DSM happens when the first incident is registered.

<sup>6</sup> Logitech Select provides product replacement benefits for all Logitech devices in the room for the full duration of the Select term, providing the products were within their original warranty period when the Select contract is activated.

<sup>7</sup> Shipping times may vary depending on geographical locations or unforeseen circumstances, such as weather conditions, disruptions in transport networks or transit, and custom clearance time.

<sup>8</sup> Varies per license count.