

CDW Professional Services

# Intuitive collaboration, powered by AI.

## Cisco AI Collaboration Solutions



Work has changed — and so have expectations. Today's teams want collaboration that is effortless, intelligent and secure, whether they're at a desk, at home or anywhere in between. Cisco's AI-powered portfolio — the **Webex Suite**, **Webex AI Assistant** and **Webex Contact Center** — creates intuitive experiences that help people connect, create and deliver exceptional service. CDW orchestrates these solutions end to end, so your organization captures the full value of intelligent collaboration.

**Cisco AI Collaboration can help you achieve:**



### The Right Solution for Every Team

Cisco's AI collaboration solutions work together to remove friction across every interaction — from internal teamwork to customer engagement:

- **Webex Suite:** One app for calling, meetings, messaging, polling and events — with AI noise removal, real-time translation in 100+ languages and automated meeting summaries.
- **Webex AI Assistant:** Generative-AI capabilities woven across Webex that draft messages, summarize what was missed, capture action items and surface insights so people stay focused on the work.
- **Webex Contact Center:** AI-powered, cloud customer experience platform with self-service virtual agents, real-time agent assist and supervisor insights that scale, secure and optimize service.
- **Webex Devices:** Intelligent cameras, room kits and desk devices that deliver studio-quality video and audio for individual workspaces and collaboration meeting spaces.
- **Secure Collaboration:** End-to-end encryption and built-in security enable inclusive team engagement and productivity — from any device, anywhere.

## CDW + CISCO

CDW has achieved **Gold certification** with Cisco — the highest partner status available. Our deep Cisco expertise and close partnership let us deliver flawless collaboration solutions. CDW and Cisco share the same commitment to your success, aligning to deliver a secure, intelligent platform for the modern workplace. CDW focuses on these critical areas for customers:

- Employee and customer experience
- Foundational security
- Reinventing the network
- Embracing a multi-cloud world
- Unlocking the power of data

CDW's solution architects assess your current environment and design the right solution for your workload, budget and goals — then our delivery engineers ensure it is configured, installed and adopted properly, including admin and end-user training.

**CDW's full lifecycle of Services can support your organization no matter where you are on your journey**



## Solutions Overview

CDW has more than 20 years of expertise within Cisco services. We help customers bring Cisco's AI collaboration portfolio to life — connecting the Webex Suite, Webex AI Assistant and Webex Contact Center into one intuitive experience for teams and customers. Benefits include:

- Higher productivity through AI-driven meetings and messaging
- Faster, more personalized customer service
- Streamlined, secure experience across every device

CDW's Adoption Services provide the additional support you need when rolling out Cisco's AI collaboration tools to ensure success and a positive ROI — helping you drive utilization and continuously improve. Areas where Adoption Services help include:

- **Marketing and Communications:** We raise awareness and excitement with engaging communications to your stakeholders — email, signage and newsletters.
- **End-User Enablement:** We help users understand the AI tools and how they fit their workflows through use cases, training, video on demand and end-user guides.
- **IT Enablement:** We uplift your support staff with FAQs and administrative training to sustain success.
- **Manage and Measure:** We review qualitative and quantitative data to deliver actionable recommendations that increase adoption.

Capabilities that power intuitive AI collaboration:

Capability	Webex Suite	AI Assistant	Contact Center
AI meeting summaries & notes	✓	✓	
Real-time translation (100+ langs)	✓	✓	
Noise removal & audio intelligence	✓		✓
Generative-AI assist & insights	✓	✓	✓
Virtual agents / self-service			✓
Agent & supervisor assist		✓	✓
Unified calling, meeting & messaging	✓		

## CUSTOMER USE CASE

**CHALLENGE:** Deliver more engaging meetings and faster, more personal customer service — without adding complexity for employees or IT.

**SOLUTION:**

- Webex Suite — AI summaries, translation and noise removal for every meeting.
- Webex AI Assistant — drafts messages and captures action items automatically.
- Webex Contact Center — virtual agents and real-time agent assist.

**RESULT:** Teams collaborate faster with less manual effort, and customers reach resolution sooner. Higher engagement, improved CSAT and a measurable lift in productivity — all on one secure, intelligent platform.

## Proofpoints

# 98%

of meetings will have at least one remote participant

# 96%

want to improve work with intelligent workplace technology

# Gold

Cisco partner certification — the highest level available

To learn more about CDW's Cisco AI Collaboration Solutions, contact your account manager or call 800.800.4239.