

TAKING TECHNOLOGY TO THE LIMIT

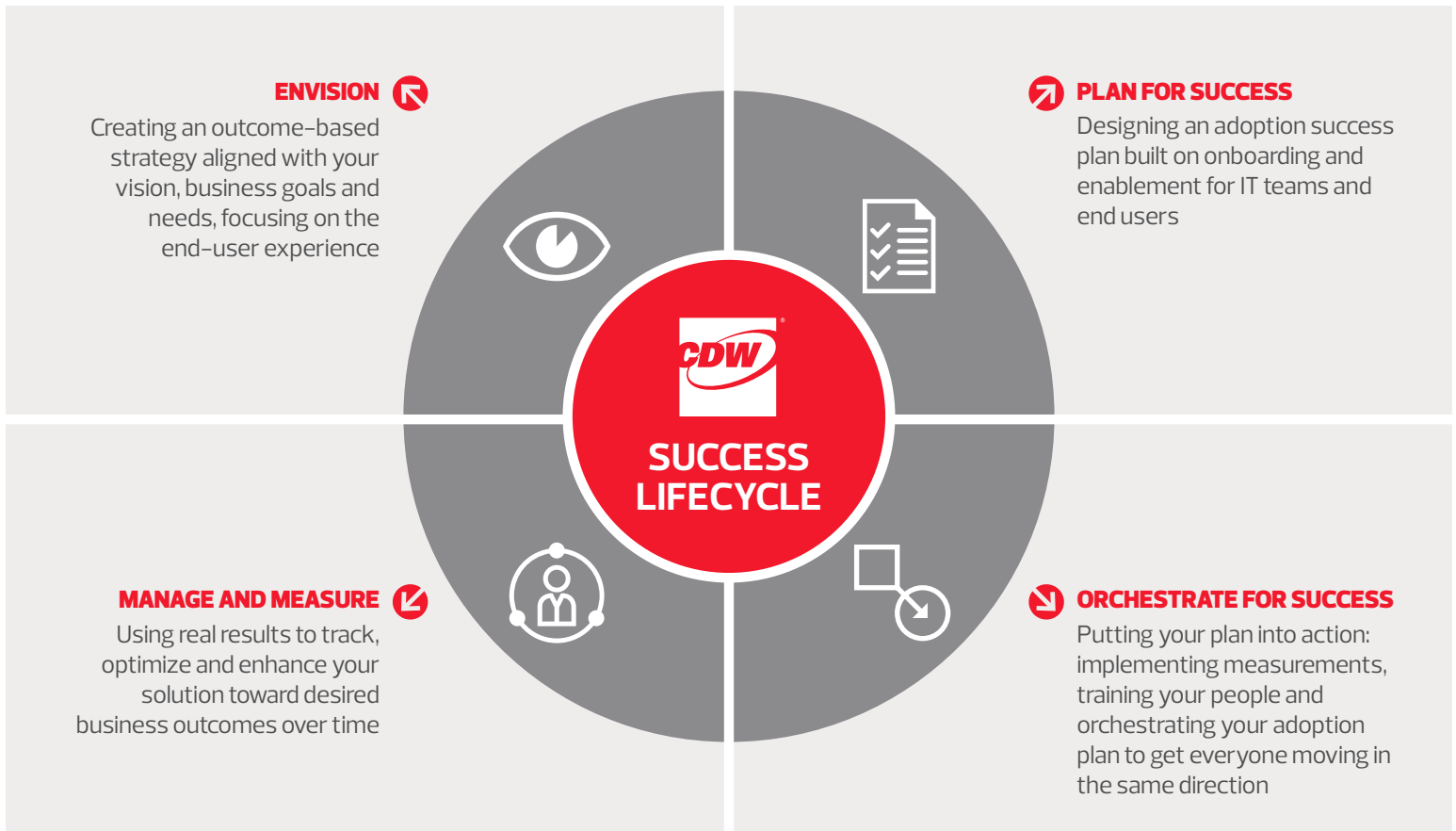


For organizations of every size, technology keeps the wheels of progress in motion.

Getting the maximum mileage out of this investment requires tools that function seamlessly for everyone. Success takes know-how. It takes a plan. It takes CDW.

CUSTOMER SUCCESS MANAGEMENT ORCHESTRATED BY CDW: Outcome focused, user focused – you focused – from step one

At CDW, Customer Success Management (CSM) provides a one-to-one approach that uses your desired outcome as its starting point for software, hardware and services decisions. Shaping a solution to your priorities and use cases, we'll help you navigate options; build on current functionality; tap technology's fullest capabilities; and speed implementation, adoption and ROI.



Find out more about the CSM approach to success – and about finance or lease options for those who qualify. Contact your CDW account manager at 800.800.4239.





CDW AND CISCO:

One of the strongest partnerships in the business

What's your goal? End-to-end security? An optimized data center? New strength in network management and monitoring? We're here to help. Our customer success managers — and their deep bench of Cisco-knowledgeable, certified experts — will help you turn strategy into action: an integrated, measurable solution that makes the most of your Cisco investments and takes you closer to your business goals.

CDW Customer Success Management: Nationwide expertise, local attention

- ⇒ Cisco's No. 1 partner in collaboration, unified computing systems and wireless
- ⇒ Cisco's first Master Security partner
- ⇒ Hundreds of solution architects and certified engineers
- ⇒ Experience in thousands of implementations
- ⇒ Custom workshops and jump starts

KEY CISCO AREAS FOR CUSTOMER SUCCESS



COLLABORATION

- Cisco Unified Communications Manager (CUCM; previously CallManager)
- WebEx
- Spark Flex Plan
- Jabber
- Prime
- Cisco Unified Workspace Licensing
- E911 Services
- Cisco ONE Software suites
- Video



DATA CENTER

- Application Centric Infrastructure
- Intersight
- HyperFlex
- Network Assurance Engine
- UCS Director
- Cloud solutions
- Workload Optimization Manager
- AppDynamics *A Cisco Company*
- Tetration
- CloudCenter
- Cisco ONE Software suites



ENTERPRISE NETWORKS

- Software-Defined (SD) "anything":
 - SD-Access
 - SD Networking Services
 - SD Data Center
 - SD-WAN
- Digital Network Architecture (DNA)
- Meraki
- Prime Network management
- Cisco ONE Software suites



SECURITY

- Email and web security
- Identity Services Engine (ISE)
- Stealthwatch Enterprise
- Umbrella
- Cloudlock
- Threat Grid
- Advanced Malware Protection (AMP)
- Firepower Management Center

CISCO ENTERPRISE AGREEMENT PARTNER AND BADGED LIFECYCLE ADVISOR



CLOUD

- CDW Cloud Client Executives
- Assessments

- Everything-as-a-Service (XaaS) focus



SOFTWARE ENABLEMENT

- Cisco's largest global reseller
- Enterprise Agreement consumption customer success plans

- National licensing administrator team
- Regional customer success managers



PRODUCT PROTECTION SERVICES

- Cisco product protection specialists
- Cisco services contract management
- Attach and renewal focus

- SMARTtracker tool synced to Cisco database

CUSTOMIZABLE, END-TO-END CDW IT SOLUTIONS

ASSESS, DESIGN, DEPLOY

- ⇒ Configuration services

- ⇒ Field services

- ⇒ Partner services

MANAGE

- ⇒ Managed services

- ⇒ Aggregation services

- ⇒ Provisioning services



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