

There's nothing simple about simplifying your network.

Networking Services for Cisco Meraki

Networking Services for Cisco Meraki is a comprehensive portfolio of CDW-staffed services which help customers simplify the design, orchestration and management throughout the lifecycle of the solution. These services allow the customer to use CDW's wide range of engineering expertise to ensure the highly diverse Meraki functionality provides your desired business outcomes.

Networking Services for Cisco Meraki can help you achieve:



Operational Efficiencies



Reliability



Reduced Risk

Finding the Right Solution

Networking Services for Cisco Meraki consist of the following:

- **Advisory:** Interview-based engagement providing an overview of SD-WAN, the business and technical benefits, a deep dive into the Cisco Meraki SD-WAN solution and a review of general deployment considerations.
- **Assessments:** The engagement begins with a brief discovery session during which the customer communicates the details of what they would like covered as part of the assessment. The assessment begins with a review of the Cisco Meraki Dashboard followed by one or more of the Cisco Meraki security appliance (MX), switching (MS) and/or wireless (MR) assessment options.
- **Proof of Concept:** Configure lab equipment or noncritical site with Cisco Meraki and configure a basic policy to explore the solution.
- **Wireless Survey:** This engagement assists with WiFi RF design, validation and remediation. This provides Cisco Meraki customers with industry-standard toolset surveys which fit many types of wireless configurations while supporting a wide range of service levels.
- **Planning & Design:** Working session focused on discovery and design, reviewing your organization's existing documentation and key WAN components. The resulting Cisco Meraki low-level design will be used for implementation.
- **Implementation:** Orchestrating the solution based on customer design and industry best practices.
- **Adoption:** This consultative engagement provides your organization with scheduled consultation over a predetermined period to assist with the newly implemented or recently assessed solution. Consultation will track against technology metrics and/or goals identified and agreed upon. Some examples include knowledge transfer, validation of changes and solution usage/performance recommendations.
- **Managed:** Tiered 24x7x365 enterprise-class managed services to provide monitoring and management for your Cisco Meraki network infrastructure.

CDW + CISCO MERAKI

CDW has demonstrated success providing services with a large team of field engineers with a wide breadth of experience in designing, orchestrating and managing Cisco Meraki networking environments.

50+

Trained Meraki field services personnel

15,000+

Meraki customers

1,500+

Instances of SD-WAN

\$2M+

Implemented Meraki field service projects

5,000+

Number of switches and appliance under CDW management

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



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based



Networking Services for Cisco Meraki Overview

Below are the supported ordering options for each of the Cisco Meraki services:

Service	Packaged Service (EDC)	Statement of Work (SOW)
SD-WAN Advisory Workshop	✓	✓
Cisco Meraki Assessment		✓
Cisco QoS & Multicast Assessments	✓	✓
SD-WAN Planning & Design (Small & Large)	✓	✓
SD-WAN Proof of Concept	✓	✓
WLAN Site Survey	✓	✓
MX/MS/MR Implementation		✓
SD-WAN Implementation		✓
Adoption		✓

Cisco Meraki Packaged Services Overview

Below are the packaged services (EDCs) which can be used for an easier transaction process. These are typically remote engagements which have a predefined scope and scale. You can work with your SA for applicability.

EDC #	Description	Price
6047060	SD-WAN Advisory Workshop	Please enter the EDC# on CDW.com for current pricing.
5495995	Cisco Meraki SD-WAN Proof of Concept	
5495993	Cisco Meraki SD-WAN Planning & Design Small	
5495936	Cisco Meraki SD-WAN Planning & Design Large	

If the customer requires a detailed Multicast, QoS or wireless assessment, the following are CDW packaged services (EDCs) are available. Consult with your SA to ensure it fits your needs.

EDC #	Description	Price
5296944	Cisco Network Multicast Assessment	Please enter the EDC# on CDW.com for current pricing.
5084537	Cisco Network QoS Assessment	
5296946	WLAN Survey Office 8 FL Max 200k Sq. Ft.	
5296954	WLAN Survey Office 4 FL Max 100k Sq. Ft.	
5296955	WLAN Survey Office 1 FL Max 30k Sq. Ft.	

Cisco Meraki Managed Services Overview

The following Managed Services are available for Cisco Meraki:

Managed Services (MS, MX, Virtual MX, MR & MV)	Availability Management
Managed Services (MS, MX, Virtual MX, MR, MG [Cellular Gateway] and MV [Camera])	✓
Monitoring: 24x7x365 connection to the cloud, device interfaces and licensing.	✓
Maintenance & Management: Provide end-user administration (create/modify/delete) through Meraki authentication. Create and configure policies, authentication, encryption, VPNs, WLAN, interfaces and ports.	✓
Hardware Incident Management: Identify and verify potential hardware failures and work on behalf of the customer resolve the issue with the manufacturer.	✓
Reporting: Provide automated reports via Meraki Dashboard (usage, clients, devices and applications).	✓
Telco Incident Management: Notify customer of circuit outage/incident, open service call with telecommunications provider and receive notice from telecommunications provider when circuit is operational.	MX only

CUSTOMER SUCCESS STORY

Organization: National restaurant chain

Size: More than 640 locations

CHALLENGE: A large restaurant chain sought to provide a first-rate experience for customers at its 640-plus locations while improving security and reducing downtime. It turned to CDW to deploy a state-of-the-art, wired and wireless Cisco Meraki solution.

The customer's environment was outdated with non-standard IT infrastructure at its various retail locations. This led to an inability to keep up with operational requirements and unreliable connectivity to process POS payments at its locations.

CDW's goal was to deploy a reliable, cost-effective, state-of-the-art retail solution requiring minimal operational support.

SOLUTION: CDW leveraged our end-to-end Services to update the customer's infrastructure. We designed and deployed a new Meraki stack and implemented new internet circuits with 4G cellular and 4G wireless backup failover. To assist with remote management of the solution, we utilized CDW Managed Services using standardized templates. These standardized templates allow the customer to deploy configuration changes to all sites simultaneously, resulting in time and cost savings.

RESULT: CDW implemented the solution at more than 640 live retail locations. The solution is achieving 99.99% uptime and availability with a less-than-30-minute response time and a four-hour mean time to resolution.

Contact your account team to learn how CDW can optimize your Cisco Meraki deployment.

