WE GET HOW TO BRING CLARITY TO YOUR COLLABORATION PLATFORM.

CDW Amplified™ Collaboration
Collaboration Architecture Advisory

At CDW, we understand managing your Cisco collaboration platform is not your only responsibility. And, it can be overwhelming and challenging. Maintaining an on-premises communications system is complex. You may be considering a move to the cloud to alleviate those challenges. CDW will assess your current environment and advise you on your collaboration future, taking into account cloud migration, on-premises architecture and hybrid solutions. Let CDW provide you with data-driven guidance for your collaboration architecture.

Our health assessment will provide you with the necessary details you need to ensure your existing communications solution is running at peak performance. If we find it's not, we'll deliver prioritized recommendations on what needs to be fixed and best-practice hybrid optimizations. Consider your journey to the cloud with the added confidence our data and experienced guidance provide.

A Collaboration Architecture Advisory can help you achieve:

Operational Efficiencies

Reliability

Reduced Risk

Keeping Your Investment on Track

Why partner with CDW? We have more than 20 years of experience designing and delivering Cisco collaboration systems that are resilient and feature-rich. Our engineers can review your deployment, assess for best practices, redundancy and resiliency, and develop a plan to keep your investment running optimally. After completing the assessment, we will deliver the findings to you in a clear and concise manner.

What you can expect from this engagement:

· Hardware, VMware, and applications analysis
· Collaboration license review
· Report of the current state
· Evaluation of features and devices for potential cloud migration
· Review for best practices deployment
· Remediation plan to resolve issues and enhance deployment
· Future-state roadmap
· Engineer consultation and presentation

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

CUSTOMER SUCCESS STORY

Organization: Communications company located the U.S. Midwest

CHALLENGE: A regional communications company, responsible for supplying critical services to businesses and the community, deployed a Cisco Unified Communications system with another Cisco partner. The company had hoped to improve its customer-facing contact center and internal communications needs. But, inbound calls to the company's contact center were dropping, resulting in poor customer service experiences and delays in providing those critical services. End users and management were frustrated.

SOLUTION: CDW engineers gathered the necessary deployment details and analyzed all aspects of the current environment. It was quickly determined the applications and versioning were mismatched. There were multiple well-known software defects, with fixes that should have been deployed during the implementation. Best practices were not followed. An action plan to remediate the issues found was promptly developed and executed.

RESULT: Leveraging the experience and capability of CDW engineers, we resolved several technical issues quickly. This helped the company get critical services to its customers, improving the experience of end users and management. The outcome of this engagement reinforced their decision to upgrade their Cisco Unified Communications solution.

Cisco Partner

To learn more about the Collaboration Architecture Advisory, contact your account manager or call 800.800.4239.

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