

WHEN COMMUNICATION MATTERS, WE DELIVER A COMPLETE SOLUTION.

CDW Amplified™ Collaboration Managed Collaboration Anywhere for Microsoft Teams Voice



Using your organization's calling platform to make peer-to-peer calls using VoIP may not cover all your needs, such as making calls requiring PSTN or PBX. Knowing the optimal configuration on Microsoft Teams Phone and Calling Plans, communication credits, audio conferencing, Microsoft Teams Rooms and Microsoft Teams Shared Devices can feel overwhelming.

CDW provides a complete Microsoft Teams Voice experience — from design, to implementation, to continued management of your calling platform. CDW will create a calling experience that allows your end users to make and receive any calls, simplifying their workday and improving their efficiency.

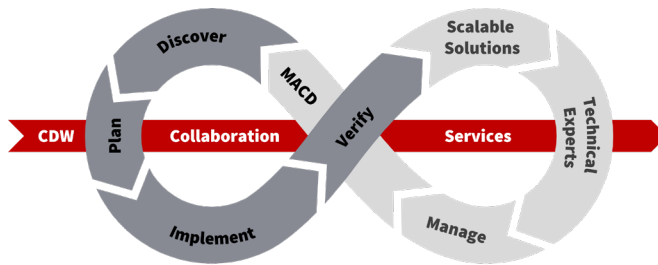
Managed Collaboration Anywhere for Microsoft Teams Voice can help you achieve:

- Reliability**
- Agility**
- Increased Performance**

Finding the Right Solution

CDW begins with designing a solution for your organization based on best practices, standardized methodologies and proprietary tools to implement an optimized Microsoft Teams Voice engagement for your desired operational outcomes.

After your Teams Voice solution has been implemented, our Managed Collaboration Anywhere (MCA) service will manage your Microsoft Teams Voice environment for operational efficiency. MCA is much more than moves, adds, deletes and changes. CDW's certified collaboration experts with deep expertise in supporting Microsoft Teams Voice will examine and discuss your organization's performance and provide recommendations for enhancements.



CDW + MICROSOFT

CDW's collaboration solutions are expertly orchestrated, user-centric solutions that can deliver profitable business outcomes through improved communication, productivity and engagement. CDW has more than 20 years of delivering Microsoft solutions to organizations like yours. This experience ensures that our customers receive the highest level of expertise while partnering with them to build a complete collaboration solution that suits their unique needs. Microsoft and CDW have tight alignment across all areas of the business, allowing us to deliver a seamless experience to our customers.



Microsoft
Solutions Partner
Modern Work

Specialist
Adoption and Change Management
Calling for Microsoft Teams
Meetings and Meeting Rooms for Microsoft Teams
Teamwork Deployment
Modernize Endpoints

600+

CDW-badged Microsoft engineers, architects, developers and project managers nationwide.

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



Services Overview

Implementation services for your Microsoft Teams Voice by service tier:

Service	Premium	Essential	Basic
Discovery <ul style="list-style-type: none"> CDW captures the operational details and requirements for your voice communications. Scope based on service tier; hourly. 	✓	✓	✓
Design/Documentation <ul style="list-style-type: none"> CDW delivers a user-friendly, mutually agreed upon design document. E911 configurations, dial plans, call flows and features are accurately captured. 	✓	✓	✓
Site Implementation <ul style="list-style-type: none"> Configured for your site. Includes PSTN service, E911, Auto Attendant, and Call Queues. Number porting scope based on service tier. 	✓	✓	✓
Cut Over Testing <ul style="list-style-type: none"> Standardized test plans, designed to eliminate testing blindspots; ensuring a successful day one of services. 	✓	✓	✓
Adoption Program <ul style="list-style-type: none"> Raise awareness through items such as email, signage and newsletters. Training (Administrator and end user). 	✓	✓	✓

Managed Collaboration Anywhere for Microsoft Teams Voice includes the following based on service tier:

Service	Premium	Essential	Basic
CDW Services Portal <ul style="list-style-type: none"> Access all your collaboration information in one place. 	✓	✓	✓
Managed Services Customer Success Manager <ul style="list-style-type: none"> Knowledgeable resources to review and resolve issues as needed. 	✓	✓	✓
Technical Account Manager (TAM) <ul style="list-style-type: none"> Technical experts to help analyze your business performance. 	✓	✓	N/A
Incident Management <ul style="list-style-type: none"> Rapid response team to quickly triage time-sensitive incidents (based on severity). 	✓	✓	✓
Problem Management <ul style="list-style-type: none"> ITIL process and industry best practices to reach faster resolution on recurring problems. 	✓	✓	✓
PSTN Provider Incident Management <ul style="list-style-type: none"> CDW opens tickets with your carrier for a unified resolution. 	✓	✓	✓
MACD Service <ul style="list-style-type: none"> Device-level move, add, change and delete. 	Unlimited	200 hours/ year	T&M
Service Hours <ul style="list-style-type: none"> Technical service hours for your collaboration environment. Offers flexibility to use for what you need the most. Examples: New locations, adoption activities, design changes. 	100 hours/ year	50 hours/ year	25 hours/ year