WE GET YOU WANT TO MAXIMIZE YOUR INVESTMENT IN TEAMS TO IMPROVE PRODUCTIVITY.

CDW Amplified™ Collaboration
Productivity Enablement Services
for Microsoft Teams

Microsoft Teams is an all-encompassing solution that combines communication, productivity and teamwork into one simple package. Uniting all of these capabilities into a single platform requires careful planning, expert implementation, and the right people and processes to promote successful adoption. Productivity Enablement Services for Microsoft Teams provide the necessary support to transition your organization to Microsoft Teams and its productivity, applications and solutions capabilities as seamlessly and effectively as possible, while obtaining all the benefits of the journey to cloud collaboration.

Productivity Enablement Services for Microsoft Teams can help you achieve:

- Operational Efficiencies
- Reliability
- Faster Innovation

Orchestrating the Right Solution

Productivity Enablement Services for Microsoft Teams provide:

· Business and technical environment discovery and assessment
· Feature mapping to Microsoft Teams productivity and application integration capabilities
· Network readiness and planning for Microsoft Teams productivity and applications workloads
· Best practices and design planning for Microsoft Teams
· Hybrid coexistence for Skype for Business and Microsoft Teams
· Implementation and configuration of appropriate policies and features to support the overall Microsoft Teams governance, security and compliance design
· Adoption and change management services to support Microsoft Teams voice, meetings and/or productivity workloads

The CDW Advantage:

· Proven methodologies to integrate Microsoft Teams into your organization's daily productivity workflows
· Expert guidance and best practices for productivity and applications workloads in Microsoft Teams
· Proven adoption experts and methodology to integrate business processes into the Microsoft Teams platform
· Line of business discussions to establish use cases and personas for end-user adoption of Microsoft Teams features
· Training for end users and administrators to provide the necessary skills for a successful implementation
· Analytics via PowerBI and Office 365 reporting to evaluate the overall adoption and success of the product

CDW GETS MICROSOFT

CDW is uniquely qualified to design IT solutions that remove complexity and unnecessary costs from your organization. Our experts become part of your team providing the support you need, when and where you need it.

We can help you navigate Microsoft's robust array of solutions. CDW is an end-to-end provider of cloud applications, solutions and services in public, private and hybrid cloud environments. Based on your business demands, we can help you plan, deliver and manage a flexible cloud solution tailored to your needs. We offer outstanding providers, risk mitigation strategies and dedicated, personalized expertise to deliver economic and operational benefits.

We get Microsoft. And we can share our knowledge with you, so your organization can spend less time managing software and more time putting it to work.
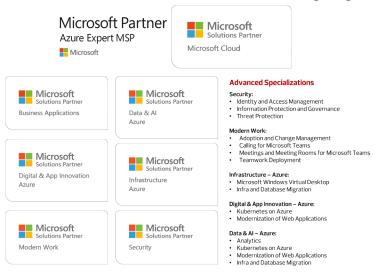
CDW's full lifecycle of Services can support your organization no matter where you are on your journey

Design → Orchestrate → Manage   On-Premises → On-Journey → Cloud-Based

CDW | **CDW AMPLIFIED™ SERVICES**

Services Overview

The following elements are included in Productivity Enablement Services for Microsoft Teams:

Service	
Assessment: Evaluating the existing environment and readiness for a move to Microsoft Teams, which will typically include the existing Lync or Skype for Business environment, legacy platforms and network readiness.	Optional
Envisioning: Working with your team to understand how they work today, and how Microsoft Teams fits into their workflows by developing high-value use cases.	Optional
Planning and Design: Workshops with your administration team and project stakeholders to ensure that Microsoft Teams meets all of the necessary requirements to support the end-state environment.	Optional
Success Planning: Work with the appropriate project team members and stakeholders in a series of formal and informal sessions to discuss the development and execution of the customer training, communication and support requirements that will benefit the organization most.	Optional
Build and Pilot: Setup and configuration of Microsoft Teams as specified during the design and planning including hybrid, implementation and testing of policies, legacy integration, and testing and validation through pilot groups.	Optional
End-user Enablement: Helping your users not only understand how Microsoft Teams works, but also helping them understand how it works with their workflows through onsite end-user training, video-on-demand, and end-user training guides.	Optional
IT Success Sustainment: Uplifting your support staff to continue the success that is built through the rest of the engagement through FAQs, administrative training and best practices.	Optional
Marketing and Communications: Raising awareness and excitement within your user community by creating engaging communications to your critical stakeholders through items such as email, signage and newsletters.	Optional
Manage and Measure: Reviewing qualitative and quantitative data to provide you with actionable recommendations to increase your adoption of the platform through built-in and custom tools as well as surveys.	Optional

Certifications

CDW is Microsoft Solutions Partner and has earned the following recognition:

Microsoft Partner
Azure Expert MSP
■ Microsoft

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Business Applications

Microsoft Solutions Partner
Data & AI
Azure

Microsoft Solutions Partner
Digital & App Innovation
Azure

Microsoft Solutions Partner
Infrastructure
Azure

Microsoft Solutions Partner
Modern Work

Microsoft Solutions Partner
Security

Advanced Specializations

Security:
• Identity and Access Management
• Information Protection and Governance
• Threat Protection

Modern Work:
• Adoption and Change Management
• Calling for Microsoft Teams
• Meetings and Meeting Rooms for Microsoft Teams
• Teamwork Deployment

Infrastructure – Azure:
• Microsoft Windows Virtual Desktop
• Infra and Database Migration

Digital & App Innovation – Azure:
• Kubernetes on Azure
• Modernization of Web Applications

Data & AI – Azure:
• Analytics
• Kubernetes on Azure
• Modernization of Web Applications
• Infra and Database Migration

■ Microsoft

To learn more about Productivity Enablement Services for Microsoft Teams, contact your account manager or call 800.800.4239.

CUSTOMER SUCCESS STORY

Organization: U.S. insurance industry customer

Employees: Approximately 1,000

CHALLENGE: CDW was engaged to perform the design, planning and adoption services for a companywide rollout of Office 365, with a focus on OneDrive and Microsoft Teams. The primary challenge was understanding the features and functionality of the Microsoft Teams platform and how these would impact or benefit the customer's business. Additionally, the customer was interested in consolidating platforms wherever possible.

SOLUTION: CDW helped the customer prepare for Microsoft Teams by developing and implementing an organizationwide Adoption and Change Management strategy. This included targeted and impactful marketing and communications strategies, line of business discussions to evaluate specific customer use cases and personas, and the creation of a Champions program. CDW blended different training methods that included instructor-led training, self-service documentation, video on-demand, one-to-one mentoring and targeted use-case training by department.

RESULT: CDW helped the customer use Teams as its single application to perform collaboration and communication, providing more efficient workflows than the previous mix of applications from different manufacturers. The customer recognized a usage increase of the OneDrive and Teams platform of over 100%, and they enhanced their overall customer-service experience by providing faster and more efficient services overall.

For additional Microsoft Teams and CDW information, click here.

CDW AMPLIFIED™ SERVICES