WE UNDERSTAND WANTING FLEXIBILITY IN YOUR COLLABORATION SOLUTIONS.

CDW Amplified™ Collaboration
Managed Collaboration Anywhere
Managed Collaboration Services

CDW delivers cost-effective solutions and provides an end-user experience that allows employees to communicate and collaborate to get the job done. We offer multiple services to meet the needs of our customers.

- **Managed Collaboration Anywhere** is a Cisco Collaboration platform combined with Cisco Flex that manages your hosted, on-premises and hybrid environment. The solution is fully scalable to account for organizational growth, increased user adoption or other events requiring flexibility. Managed Collaboration Anywhere with Cisco Flex provides a single subscription that delivers licensing for Cisco IP phones, video devices, Jabber, Webex and Webex Teams. Cisco Flex also delivers access to Cisco Contact Center Express and Enterprise solutions.

- **Remote Managed Services** offers the expertise to businesses that are looking for a partner to help eliminate resource constraints. CDW takes on the responsibility for tasks associated with monitoring, maintenance, hardware, SIP trunk incident management, configurations, and reporting for the voice, video, conferencing and messaging and contact center solutions.

Managed Collaboration Services can help you achieve:

Operational Efficiencies   **Agility**   **Increased Performance**

Orchestrating the Right Solution

Not every business has the same need for Managed Collaboration Services. There are many complexities that businesses encounter, and with our services, there is a solution for everyone. Some of the benefits associated with Managed Collaboration Services include:

- **Reliability:** Maintain existing data center and voice gateway redundancy that is already in place.

- **Flexibility:** Mix and match between cloud, on-premises, hosted and hybrid deployment options.

- **Agility:** Get users up and running with the services they need today, with options to scale as adoption increases.

CDW + CISCO

CDW was the first Cisco Master Collaboration Partner. We have built our business to ensure our customers receive the highest level of expertise while partnering, building and expanding a complete solution for their needs. CDW and Cisco share the same commitment for our customers. We align with Cisco to deliver a secure, intelligent platform for digital business customers.

CDW focuses on the following critical areas for customers:

- Employee and customer experience
- Foundational security
- Reinventing the network
- Embracing a multi-cloud world
- Unlocking the power of data

CDW has 20-plus years of delivering Cisco solutions to enterprise organizations. We have more than 1,300 certified employees supporting multiple areas within a solution, and were the first partner to win Cisco's award for collaboration.

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

Services Checklist

The following services are included in Managed Collaboration Anywhere and Remote Managed Services:

Service	MCA Hosted	MCA On-Premises	RMS Gold
Priced per User	✔	✔	N/A
Priced per Server/System	N/A	N/A	✔
Basic Monitoring and Reporting	✔	✔	✔
Enhanced Call Quality Reporting	✔	✔	✔
Certificate Management	✔	✔	✔
Availability Management	✔	✔	✔
Alert Resolution	✔	✔	✔
Moves, Adds, Changes	✔ Unlimited	✔ Unlimited	✔ Up to 10
MACD Portal	✔	N/A	N/A
Hosting	✔	N/A	N/A
Patching	✔	✔	✔
Firmware Management	✔	✔	N/A
Software Upgrades	✔	✔	N/A
Licensing Assistance	✔	✔	N/A
CDW owns Cisco TAC Relationship	✔	✔	N/A

Proofpoints

20+
Years of Managed Services experience

225+
MS analysts and engineers

1K+
Global engineers

CUSTOMER SUCCESS STORY

Organization: Global technology and consumer products company

CHALLENGE: This customer is an international business that provides essential equipment and systems to develop technology and consumer products. They had Cisco HCS with another provider and experienced pain from performance issues, lack of visibility into their service and minimal reporting. Their goal was to maintain the Cisco HCS platform but find a partner that could execute a stable solution and provide a great user experience.

SOLUTION: CDW's solution architects presented Cisco Flex Calling and Meetings along with Managed Collaboration Anywhere, with an initial focus of On-Prem Managed solution. However, they ultimately gravitated toward the hosted deployment model.

RESULT: This customer selected the CDW Managed Collaboration Anywhere hosted solution. The customer found our end-user portal and managed services experience resolved the challenges they had been experiencing. In addition, they leveraged the CDW relationship for centralized SIP and included Managed Services for their Cisco iWAN solution, resulting in a single partnership for both network and collaboration.

CISCO Partner

To learn more about Managed Collaboration Services, call your account manager or 800.800.4239.

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