

CDW SERVICES:

MANAGED COLLABORATION ANYWHERE — ON-PREMISES, HOSTED OR HYBRID



THE CHALLENGE: A SMART COLLABORATION SOLUTION

Today's organizations need a reliable, modern unified communication (UC) and collaboration environment for an increasingly remote and mobile workforce. These companies also require a progressive and intelligent cloud migration plan but lack options for a fully managed UC platform that provides best-in-class technology and a high-value solution.

THE SOLUTION: MANAGED COLLABORATION ANYWHERE

A fully-managed unified communication solution calling plan

- CDW fills that void with its new Cisco Flex-based offering called Managed Collaboration Anywhere, a fully managed, on-premises, hybrid, or hosted collaboration platform. Customers get a full suite of state-of-the-art collaboration solutions detailed in the chart on page two.
- Organizations can consume our platform anywhere, whether they are on-premises, in a hybrid or a cloud environment. Organizations interested in leveraging state-of-the-art collaboration solutions will see high value from Managed Collaboration Anywhere, as it includes monitoring, reporting, management, software upgrades, and MACD's (move, add, change, delete).
- For those organizations seeking a low-risk and cost-effective migration to the cloud, Managed Collaboration Anywhere delivers best-in-class collaboration and communication solutions and an 18-month migration path.

Our base offering includes: Monitoring, reporting, management, upgrades, patching, break/fix, support, and MACD's.

Add-on features: Automated provisioning, Emergency Response, Certificate & Firmware Management, Advanced Reporting, Data Analytics, Blade Management and Upgrades, Video Endpoints, MACD Administration and Self-Service Portal.

THE BENEFITS

- **Value and Simplicity:** Cisco's industry-leading collaboration tools, available in one subscription with additional value via CDW's own fully managed features
- **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, and then scale up as adoption increases

MANAGED COLLABORATION ANYWHERE OFFERING FEATURES AND ADD-ONS

CDW's Managed Collaboration Anywhere offering is a valuable calling and collaboration platform that allows customers flexibility in consuming Cisco's industry-leading collaboration tools available in one subscription. This includes the additional value of CDW's fully managed services, where customers can mix and match between cloud, on-premises, hosted, and hybrid deployment options, scaling up as adoption increases. The chart below illustrates the Features and Add-Ons associated with this offering.

MANAGED COLLABORATION ANYWHERE MANAGED SERVICES FEATURES AND ADD-ONS

The chart below illustrates included valuable features associated with CDW's Managed Services:

MCA Features	MCA (On-Premises, Hosted or Hybrid)
Monitoring and Basic Reporting	✓
Alert Resolution	✓
Break/Fix Support	✓
CDW owns Cisco TAC relationship	✓
MACD Services (Make/Add/Change/Delete)	✓
Device Pack/Firmware Management	✓
Software Patching (Bug-Fix/Security)	✓
Major Software Upgrades	✓
Software and License Compliance	✓
Certificate Management	✓
Customer access to applications	✓
Blade Management and Upgrades	✓

WHY CDW MANAGED SERVICES?

- CDW can extend your IT capabilities by helping manage your most complex infrastructure and applications – allowing you to focus on growing your business and delighting your customers.
- Our experts have the knowledge and experience to deliver holistic, secure solutions tailored to your needs and goals.
- We'll help you identify the right service level to ensure your critical technology runs optimally and is cost-effective while your team stays focused on forward-thinking initiatives.

MCA Add-On Features: Advanced Analytics and Reporting and MACD and Self-Service Portal

Next Steps

To learn more about CDW's Managed Collaboration Anywhere offering, contact your CDW account manager or call 800.800.4239.