

WE GET HAVING FLEXIBILITY WITH COLLABORATION SOLUTIONS

Managed Collaboration Anywhere



With Managed Collaboration Anywhere, CDW delivers a cost-effective solution and provides an end-user experience that allows employees to communicate and collaborate to get the job done. Managed Collaboration Anywhere is a Cisco Collaboration platform combined with Cisco Flex that manages your hosted, on-premises and hybrid environment. CDW provides monitoring, reporting, management, software upgrades, and MACD's (move, add, change, delete). 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.

Managed Collaboration Anywhere can help you achieve:



Orchestrating the Right Solution

Why partner with CDW? With more than 20 years of expertise in managed services, we have built solutions that allow for companies to grow and focus on the core of their business and customers. Managing your network brings many challenges into the business. Having a partner like CDW gives you access to resources that are experts in collaboration solutions and Cisco, expanding your team. We understand not every business's network configuration is the same. Managed Collaboration Anywhere brings the flexibility to meet your needs. Managed Collaboration Anywhere delivers the top four areas businesses expect to see improve with a Managed Collaboration solution.

- Boosting employee productivity
- Accelerating speed to market
- Achieving cost-reduction goals
- Improving optimization

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



CDW GETS CISCO

CDW was the first Cisco Master Collaboration Partner. We have built our business to ensure our clients 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 clients. We align with Cisco to deliver a secure, intelligent platform for digital business clients.

CDW focuses on the following critical areas for clients:

- 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.



Services Checklist

The following services are included in Managed Collaboration Anywhere:

Service	Managed Collaboration Anywhere Hybrid	
	Managed Collaboration Anywhere Hosted	Managed Collaboration Anywhere On-prem
Monitoring/Basic Reporting	✓	✓
Patching	✓	✓
Certificate Management	✓	✓
Break/Fix	✓	✓
Alert Resolution	✓	✓
Moves, Adds, Changes (unlimited)	✓	✓
MACD Portal	✓	
Hosting	✓	
Software Upgrades	✓	✓
Licensing Assistance	✓	✓
Cisco UCS/VMware Server Management		✓
CDW owns Cisco TAC Relationship	✓	✓

Proofpoints

20+

Years of Managed Services experience

225+

MS analysts and engineers

1k+

Global engineers

CLIENT SUCCESS STORY

Organization: Global technology and consumer products company

CHALLENGE: This client 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 to 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 client selected the CDW Managed Collaboration Anywhere hosted solution. The customer found our end-user portal and managed services experience to resolve 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.

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

