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

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.

Managed Collaboration Services can help you achieve:

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

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 we were the first partner to win Cisco’s award for collaboration.
**Services Checklist**

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

<table>
<thead>
<tr>
<th>Service</th>
<th>MCA Hosted</th>
<th>MCA On-Premises</th>
<th>RMS Gold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priced per User</td>
<td>✓</td>
<td>✓</td>
<td>N/A</td>
</tr>
<tr>
<td>Priced per Server/System</td>
<td>N/A</td>
<td>N/A</td>
<td>✓</td>
</tr>
<tr>
<td>Basic Monitoring and Reporting</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Enhanced Call Quality Reporting</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Certificate Management</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Availability Management</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Alert Resolution</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Moves, Adds, Changes</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>MACD Portal</td>
<td>✓</td>
<td>Q1 2020</td>
<td>N/A</td>
</tr>
<tr>
<td>Hosting</td>
<td>✓</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Patching</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Firmware Management</td>
<td>✓</td>
<td>✓</td>
<td>N/A</td>
</tr>
<tr>
<td>Software Upgrades</td>
<td>✓</td>
<td>✓</td>
<td>N/A</td>
</tr>
<tr>
<td>Licensing Assistance</td>
<td>✓</td>
<td>✓</td>
<td>N/A</td>
</tr>
<tr>
<td>CDW owns Cisco TAC Relationship</td>
<td>✓</td>
<td>✓</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Proofpoints**

- 20+ Years of Managed Services experience
- 225+ MS analysts and engineers
- 1k+ Global engineers

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