

Voice and Data»

Simplify your voice and data decisions



With so many telecommunications carriers vying for your business, you're often caught in a competitive quandary. Who should you turn to for your Internet access? What about your voice and WAN (MPLS) needs? You know you need a sound disaster recovery plan, but choosing the wrong source can be disastrous in itself. The recent changes in the telecom industry have left a scarcity of account representatives, and it's sometimes difficult to know who to call for answers.



The Right Technology. Right Away.®



The Right Technology. Right Away.®

Voice and Data»

CDW is here to simplify the confusing process of choosing the right set of carriers to meet your voice and data needs. Every CDW account manager is backed by a team of voice and data specialists who are rigorously trained and industry-certified in the latest technologies and solutions. Your primary account manager will work with you to understand your needs and budget parameters and then engage a voice and data specialist to review project specifics (e.g., current technology, business goals). We take an unbiased approach to creating your voice and data solutions through our partnerships with virtually every major voice and data service provider. CDW teams with major voice and data service providers to bring you a trusted, single source that serves your telecommunications needs.

One Source for Your Telecommunications Needs — Voice and Data + Telephony

CDW's voice and data group allows you to leverage your overall relationship with CDW to facilitate the evaluation, acquisition and ongoing maintenance of your telecommunications services. As an existing CDW customer, we intimately know your existing infrastructure and can recommend additional ways for you to benefit from this value-added service. Our voice and data specialists work directly with major carrier companies — including AT&T Business™, Global Crossing, Qwest and Sprint®, among others.

Voice and Data Services

CDW provides a single source so you don't have to shop around. We act as a single point of contact for all your voice and data needs, working with our partner providers to design the best solution for you. We replace the need for RFPs. Our working partnerships with industry-leading carriers enable us to offer a complete scope of voice and data services including:

- » **Internet Access:** SDSL, T1, T3, Ethernet and OCx connectivity options
- » **Wide Area Networks (WAN):** MPLS, Fiber/Ring based technologies, VPN-based solutions, private line and Frame Relay
- » **Voice Services:** Local, switched and dedicated long distance and Voice over Internet Protocol (VoIP) solutions, (SIP) in conjunction with VoIP and conferencing services
- » **Hosting Solutions/Disaster Recovery:** Co-location and managed options (e.g., firewalls, routers, application hosting) in a secure data center
- » **Collaboration Services:** Audio/video/web conferencing

Voice and Data Solutions From CDW

The CDW Difference:

- » **A trustworthy partner** — We put you first with unmatched urgency and responsiveness. As a result, we take a consultative approach to making the best recommendation for your business, as we strive to protect and enhance our level of customer accountability.
- » **Highly trained resources** — CDW's voice and data specialists receive training directly from the major carriers and, in most cases, serve as authorized sales agents for those providers. As an agent, we do not resell our carrier partners' services or add to your costs. You have the option to work with CDW-specific carrier agents or deal directly with the providers.
- » **Single point of contact, single contract** — Because CDW has access to virtually every major voice and data service provider in the telecommunications marketplace, we offer a singular alternative to engaging with multiple providers. In some cases, we can consolidate your billing with several partners into a single contract and even work directly with the carrier to manage your paperwork. Either way, your CDW account manager will remain a primary point of contact for you throughout the life of the contract and through your ongoing support needs.
- » **Complete solutions** — In addition to addressing your telecommunications infrastructure, we can work with other CDW engineers to handle any related hardware or software needs. We eliminate your burden of coordinating multiple vendors to assemble a total technology solution — at no added cost.

CDW delivers more than just product. We have the passion to take service to the next level of customer responsiveness — delivering IT business solutions from one of the industry's largest providers of technology products and solutions.

Telephony Services

As another value-added service, our voice and data specialists can team with CDW's telephony specialists to handle your telephony needs. This way, you can optimize CDW's resources and knowledge base as a value-added service. As your complete solution provider, CDW brings you the following telephony offerings:

- » Customized phone system solutions (including headsets, hardware, licenses and software)
- » VoIP and TDM PBX design and configuration
- » Audio conferencing
- » Video conferencing
- » Conference bridging
- » Enterprise and workgroup faxing
- » Unified messaging

CDW partners with industry-leading carriers to enable us to offer a complete scope of voice and data services.

Ask your account manager how CDW can put our voice and data, communications, and other technology products and services to work for your business at 800.800.4239 and online at CDW.com.

Added value for you —
one call delivers
over 20 partner providers.



CDW keeps you cost-effectively connected with VoIP and other state-of-the-art telecommunications.



The Right Technology. Right Away.®