

Why Buy From CDW?


A SINGLE SOURCE FOR ALL YOUR TELEPHONY NEEDS

TELEPHONY



CDW knows that most customers don't have the time to be stuck in the queue when it comes to replacing an outdated telephony system. We **answer your call** for help with the same urgency and responsiveness that our clients have come to expect. **At CDW, we don't put our clients on hold.** We help you find the best telephony solution based on the most advanced technology available to meet your business needs while maintaining your operating costs.

Every CDW Account Manager is backed by a team of telephony specialists who are rigorously trained in the latest technologies and solutions—including Voice Over IP (VoIP), audio and video conferencing, unified messaging and more. Your primary Account Manager will work with you to understand your needs and budget parameters and then engage a telephony specialist to review project specifics (i.e., current technology, business goals). We take a vendor-neutral approach to creating your telephony solution through our partnerships with best-of-breed hardware and service providers. CDW telephony specialists also facilitate product demonstrations and leverage CDW's system engineer resources as needed. **CDW works directly with leading manufacturers to make your telephony decisions easy, cost-effective and hassle-free.**



Your CDW Account Manager engages a telephony specialist to assess your criteria, create a plan and deliver the best solution for your needs.

A One-Stop Shop Solution That Makes Sense

CDW's telephony specialists are a value-added service to customers who require guidance and support in making telephony decisions through a "one-stop shop" approach. We handle all your telephony needs in an efficient way that leverages our resources and knowledge base. Our recommendations are based on your criteria—not the latest fad. As your complete solution provider, CDW brings you the following telephony offerings:

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

CDW Spans Many Telecommunications Services—including Voice & Data

Beyond product recommendations, CDW provides other services including VoIP network readiness assessments. We'll work with you to make the transition from traditional phone systems to VoIP. As a result, you can experience new cost savings from IP packet transmissions across company locations or to your partners through the Internet, versus paying a long-distance provider for the same calls.



The Right Technology. Right Away.™
CDW.com • 1.888.399.4CDW



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Is an employee moving to another office? We can transfer his or her workstation and phone equipment through a local area network (LAN), so that the same extension is utilized. You save on the costs of the move and avoid the frustration and downtime of having to manually reroute calls or assign a new telephone extension.

Another added benefit—CDW telephony specialists work closely with CDW's voice and data specialty group to facilitate the evaluation, acquisition and ongoing maintenance of your overall telecommunications services. As an existing CDW customer, we intimately know your existing infrastructure and can leverage our direct relationships with major carrier companies—including AT&T Business™, Cbeyond®, MCI®, PSINet® and Sprint®, among others. We offer services such as:

- » **Internet Access:** SDSL, T1, T3 and OCx connectivity options
- » **Wide Area Networks (WAN):** Frame Relay, Private Line, MPLS and VPN-based solutions
- » **Voice Services:** Local, switched and dedicated long distance and VoIP solutions
- » **Hosting Solutions/Disaster Recovery:** Co-location and managed options (i.e., firewalls) in a secure data center

The sky is the limit when it comes to the telecommunications solutions CDW can offer to streamline your savings.

Top Qualifications Create a "Virtual Expert" at Your Side

Engaging a CDW telephony specialist is like having a "virtual expert" within your company—without the extra headcount. We work side-by-side with your team to ensure that the investment you make today will carry through well into the future.

Because CDW telephony specialists receive extensive training and industry-standard certifications, what you get is **experience**. Our expertise covers in-depth knowledge of name-brand products and industry leaders, including but not limited to:

- » Avaya® Communication Manager™ and IP Office™
- » Avaya® Magix™ and Partner™
- » Captaris® RightFax™
- » 3COM® NBX®
- » Nortel® BCM® and Norstar®
- » Polycom® audio/video conferencing
- » Accord® bridging
- » Plantronics® headsets
- » SpectraLink® Wireless@work

CDW works with many of the top industry telephony providers to bring our expertise directly to you—without the hassle of dealing with multiple parties.

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.

Ask your Account Manager how CDW can put our telephony and voice and data services to work for your business.