

TOTAL COLLABORATION: IT'S WHAT WE DO.

Everyone collaborates in their own way. You need someone to help you communicate and work better with solutions and services like IM, presence, telephony, video and more – all through a delivery model that fits your exact needs. That's why we offer you the people, partners and plan for a total collaboration experience that's as unique as your organization.



WE'VE GOT THE PEOPLE.

ACCOUNT MANAGERS

Our account managers have a deep understanding of your needs and how to fulfill them. In addition to being your single point of contact, they are regularly trained on new CDW total collaboration services. So we can solve your issues quickly and even anticipate them before they happen.

SOLUTION ARCHITECTS

With over 60 solution architects, our team has the experience and the expertise to make the most of the collaboration landscape. As your trusted advisors, CDW can help assess your unique needs and construct a solution that fits seamlessly within your existing infrastructure.

COLLABORATION ENGINEERS

Whether you need managed, on-premises or cloud-delivered solutions, our dedicated collaboration teams can find a solution – and our 200 UC engineers can implement it. From our secure data center, we can also host and manage your infrastructure so your IT team doesn't have to.



WE'VE GOT THE PARTNERS.



Global value chains, mobile workforces, social networking, pervasive video and information overload: This is the new normal. To address these complexities, Cisco Unified Communications products connect people, information and teams, helping to enable comprehensive and effective collaboration.



Microsoft SharePoint Online enables an organization to easily create and manage custom team- and project-focused sites for collaboration. In addition, it's possible to deploy an organization-wide intranet portal to disseminate information and news.



Google Apps includes security features to keep data safe, secure and in your control. Your data belongs to you, and the Apps tools help you control who you share your data with and how you share it. The Google data center network provides exceptional security and reliable access to your data, 24/7/365.



With Box, say goodbye to the frustrations of sharing documents through email and FTP and hello to simple, fast, cloud-based collaboration and content sharing.



WE'VE GOT THE PLAN.

We provide end-to-end support for collaboration solutions that help you meet your objectives. That includes everything from strategy and design to implementation and ongoing management.

INTEGRATION CAPABILITIES

With our total collaboration experience, we tailor solutions to your organization instead of the other way around. We offer options like email, content sharing, social networking software, voice and video conferencing, presence and more. Then we help you integrate them with your existing IT framework or host them in the cloud.

COLLABORATION STRATEGY

When we implement your solution, we have one goal: to help you achieve your goals. Our experts start by working with you to define your most important objectives and develop a strategy to help you meet them. Then, our solution architects recommend the best combination of solutions and steps that will take you where you want to go.

TRAINING AND ADOPTION

During each phase of deployment, we can train you and your staff on how to use your new technology. That way, they'll understand how to get the most out of your solutions from day one, and you can avoid losing a moment of productivity.

WE'VE GOT THE PROOF.

CERTIFICATIONS

- Cisco Contact Center Enterprise ATP
- Cisco Master Gold Partner in Unified Communications
- Cisco Master TelePresence and Video Certification
- Microsoft Gold Partner in Communications and Messaging

AWARDS

- Cisco TelePresence Video Master Authorized Technology Partner
- Cisco Channel Partner of the Year
- Microsoft Channel Partner of the Year

SEE FOR YOURSELF.



CASE STUDY:

When Collaboration Comes Calling

COMPANY: W.W. Grainger, Inc.

CUSTOMERS: Two million

EMPLOYEES: 20,000+

I.T. STAFF: 600

This B2B distributor served millions of customers in over 150 countries – but because of inefficient communication systems, they were forced to route sales calls to local offices that had to be fully staffed at all times. This led to high operating costs and bottlenecks that had a direct impact on customer service. So they made the call to CDW.

Working with Cisco, CDW implemented VoIP capabilities that automatically direct sales calls to available agents, regardless of their location. Our team also analyzed travel patterns and installed video conferencing studios that allow Grainger employees from opposite sides of the world to collaborate in real time.

Employee productivity and savings on airfare led to a return on investment within just a few months. More importantly, the boost in customer satisfaction helped Grainger drive return business and build a foundation for even bigger investments in the future.

“It’s all centered on improving the customer experience. Our investments in collaboration technology help us pull costs out of the business, attract the most talented team members and make them more productive. They also generate a significant ROI that we then reinvest to accelerate more growth.”

GLENN ALLISON | NETWORK SERVICES DIRECTOR



SEE HOW WE DID IT >>

CDW.com/grainger



To learn more about CDW's total collaboration experience, call 800.800.4239 or speak with your account manager.

