DIGITAL WORKSPACE AND COLLABORATION

CDW APPROACH

ENABLE MOBILITY

ENHANCE PRODUCTIVITY

MANAGE AND SECURE

EXPERTISE AND PARTNERS

WE GET YOUR WORKER EXPERIENCE REIGNS SUPREME.

To empower anywhere, anytime workspace, you need IT Orchestration by CDW®.

CDW PEOPLE WHO GET IT®

Workers today expect to work seamlessly no matter where they are or which devices they use. Ensuring a consistently reliable, agile and productive user experience requires organizations – and their already-stretched-to-the-max IT teams – to address numerous challenges.
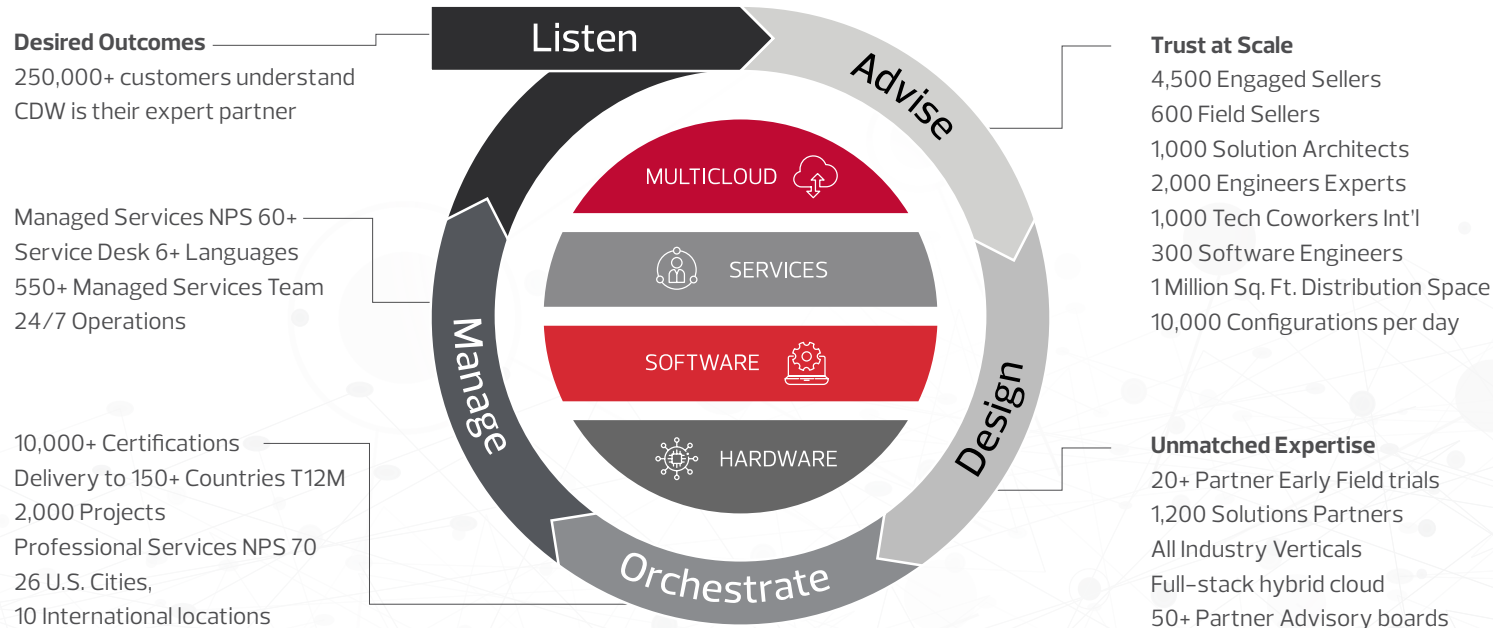
CDW provides the expertise and experience you need to design, orchestrate and manage anywhere, anytime workspace on any device. Through our full-stack approach – which includes hardware, software, platform and services – we help you tackle your immediate needs to optimize productivity and engagement. We also think strategically about your future goals so you can amplify the impact of your investment over the long term.

CDW.com/digitalworkspace | 800.800.4239

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The CDW Approach

Full Stack. Full Lifecycle. Full Outcomes

Helping you reach your desired outcomes starts with listening carefully. With CDW Amplified™ Workspace Services, we leverage our deep experience to advise you on how to create an agile workspace that delivers the consistent experience your workers expect, the satisfying results your customers value and the competitive edge critical to your future growth and success.

Desired Outcomes
250,000+ customers understand CDW is their expert partner

Managed Services NPS 60+
Service Desk 6+ Languages
550+ Managed Services Team
24/7 Operations

10,000+ Certifications
Delivery to 150+ Countries T12M
2,000 Projects
Professional Services NPS 70
26 U.S. Cities,
10 International locations

Listen / Advise / Design / Orchestrate / Manage

- MULTICLOUD
- SERVICES
- SOFTWARE
- HARDWARE

Trust at Scale
4,500 Engaged Sellers
600 Field Sellers
1,000 Solution Architects
2,000 Engineers Experts
1,000 Tech Coworkers Int'l
300 Software Engineers
1 Million Sq. Ft. Distribution Space
10,000 Configurations per day

Unmatched Expertise
20+ Partner Early Field trials
1,200 Solutions Partners
All Industry Verticals
Full-stack hybrid cloud
50+ Partner Advisory boards

Our experts will help you design, orchestrate and manage outcomes–focused strategies and solutions that enhance your worker – and customer – experience and propel your organization forward. We take a thoughtful approach to assisting you at every stage of your technology journey, whether you're on cloud, on–premises or anywhere in–between.

Our goal is to help you make the most of your technology investment so that you can achieve your desired business objectives, today and tomorrow.

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Enable Mobility

In today's world, workers want a consistently reliable workspace experience whether they're at the office, at home, on the manufacturing floor or on the road. CDW experts can evaluate your needs and ensure your workers have the secure devices and connectivity they need to work efficiently in multiple environments – and to switch seamlessly between them.

By building and managing the technology solutions around the users rather than vice versa, we elevate the worker experience across all workspace models. This enables you to increase agility, improve productivity and enhance security – strengthening your competitive advantage.

Workspace requirements
CDW creates highly efficient and inviting experiences allowing for seamless collaboration. Utilizing tools that allow for virtualized desktop, video-enabled collaboration, device independent solutions that allow confident, secure, and comfortable environments for all workers no matter their location.

Device configuration and activation
CDW configuration experts make sure every laptop, tablet and smartphone is automatically activated, enrolled and ready to use out-of-the-box for day one productivity, wherever it will be used. CDW can streamline device provisioning by leveraging the latest zero-touch provisioning methods including, Windows AutoPilot, Apple Automated Enrollment, Samsung Knox Mobile Enrollment, and Android Zero-Touch. We also offer software configuration and imaging services for Windows, iOS or Android™, and tagging, tracking and laser etching services help streamline asset management.

Device procurement, provisioning and automation
We simplify device administration – including selection, zero-touch deployment and device replacement, expense management and help desk services – with our Unified Endpoint Management (UEM) approach, automated provisioning tools and Mobility Management Portal.

Workers can easily order an array of devices from a catalog, perform upgrades or change existing services in accordance with the mobile device policies your organization has established – reducing costs and your IT team's workload.

Secure management and access control
We protect and streamline the user experience by leveraging conditional access and user verification with existing Unified Enterprise Management (UEM) platforms and identity providers (IDP). Single sign-on solutions also improve the user experience by reducing time spent managing passwords.

Device lifecycle management
We help your busy IT team manage a diverse array of devices from deployment to support to disposition, whether BYOD, corporate-owned or Device as a Service (DaaS) options. We also integrate your software and services to help you get the most out of your devices.

Wireless + cellular connectivity
To keep users securely and reliably connected no matter where they choose to work, it's critical to move beyond the traditional wired enterprise network. Next-level connectivity leverages wireless access and today's pervasive cellular networks.

We help you implement edge solutions that unlock the power of 4G, 5G and public and private LTE to deliver boundless wireless wide area networking (W-WAN) reach, nonstop reliability and real-time agility.

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Enhance Productivity

The right devices and robust connectivity provide the foundation essential for anywhere, anytime workspace. But they don't automatically optimize worker productivity. To amplify the impact of your investment and actually get work done, you need to provide real-time collaboration, seamless meeting and agile communication solutions that deliver measurable results – along with end-user satisfaction.

Meetings and events
With teams, workgroups and individuals geographically dispersed, virtual meetings will be a permanent fixture on the business landscape. That means video capabilities have evolved from nice-to-have to must-have.

We can help ensure your offsite workers feel as engaged and empowered to participate in meetings as those in an onsite meeting room through the right video platforms, devices and accessories. Capabilities including polling and whiteboarding, as well as artificial intelligence (AI) enhanced meeting features such as background noise reduction and virtual backgrounds also support high-quality meeting experiences.

Application delivery
Our cloud-scale solutions simplify application management and enhance access to critical applications, wherever and however workers need to use them. We guide you to the right user-centered virtualization solutions to ensure workers can complete the task or operation at hand.

Application development
Our partners can provide support and services throughout all aspects of the app lifecycle from development to enhancements across platforms.

Workflow automation
We can help you digitally transform manual and paper-based workflows, automate mundane tasks and improve the worker experience using vendor-included toolsets or custom app development.

Unified Communications as a Service (UCaaS)
CDW can help you select and migrate from an on-premises communication to a cloud-based UCaaS platform as well as figure out how existing collaboration tools can integrate or coexist with the new solution.

Uniquely suited to provide a consistent voice, video, messaging, meeting and sharing experience from any location, UCaaS solutions offer multiple benefits:
- Highly available hosted infrastructure that delivers unsurpassed uptime
- Improved engagement by providing access to all collaboration workloads through a single interface
- Instant access to new features, security patches and other updates, allowing administrators to focus on end-user adoption and productivity
- Simplified scalability without time-consuming and costly infrastructure and network investments
- Streamlined vendor management, procurement and expense management

Cross-platform flexibility
We can help you select and implement productivity and collaboration tools that work well together. Supporting compatibility across multiple platforms workers can seamlessly connect with each other and with customers, no matter what platform they use or where they're located.

Intelligent Customer Experience (ICX)

CDW's design thinking workshop evaluates your current customer experience, diving into personas and associated pain points to provide you with a roadmap and strategy. With our customer experience solutions you can:
- Automate and enhance your customer interactions through intelligent, next-generation customer care solutions, including Contact Center as a Service (CCaaS). Capitalizing on AI and natural language enables you to deliver a superior customer experience via virtual agents, chat bots, self-service interactive voice response (IVR) and agent assist. Our solutions strengthen agility and resiliency as well as ensure minimal downtime. You can also increase efficiency, build brand loyalty, boost agent productivity, reduce labor costs and gain real-time business intelligence to support continuous improvement.
- Provide business insights on customer interactions such as sentiment analysis and topic modeling.
- Provide human agents and your organization with real-time insights into the conversation such as overall intent and sentiment, as well as a transcription for reference to avoid customers from repeating themselves. This includes items such as suggested responses or relevant knowledge bases.

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Manage and Secure

For IT teams already stretched thin, balancing user access and security is a constant challenge, especially given the growing number of devices, apps and users. As you continue to deploy new workforce models, you need to continue to evaluate how your people are working – including which apps and which devices – so that you can adapt your workspace, take appropriate steps to strengthen your security posture and optimize the ability of your IT staff to support business objectives.

Centralized management
Managing all your identities and access to all apps in a central location – whether in the cloud or on-premises – improves visibility and control. Automated identity governance efficiently ensures only authorized users have access to apps and data.

Zero trust approach
CDW helps you increase security and compliance through the ongoing adoption of zero trust best practices and principles. These include implementing identity and access management, security information and event management tools (SIEM), modern endpoint protection and real-time threat detection and remediation.

Insights & analytics
Our solutions provide reporting on all aspects of how people are working within your organization based on call, messaging, meeting, application and platform data. Digital experience monitoring (DEM) tools can help:

- Evaluate how security impacts quality of worker experience

- Identify work patterns to help support adaptability and agility

- Determine amount of office and conference space needed

- Guide organizational planning and strategy to make decisions based on usage and frequency long-term planning

- Track performance and progress against key performance indicators (KPIs)

- Provide real-time business insights on customer interactions such as sentiment analysis and topic modeling

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Partners

Globally, more than **250,000 customers** recognize us as their expert partner. At the same time, we offer the close relationship and easy access of a trusted local all-in-one resource. Across the U.S. alone, we have more than 1,500+ service professionals and a continuously growing network of leading service and solution partners.

Amazon	Cradlepoint	Logitech	Twilio
AppDirect	Daon	Microsoft	Ujet
Apple	Experflow	NEAT	Verizon
AT&T	Five9	NetMotion	VMware
Audiocodes	Genesys	Pexip	Vonage
Avaya	Google	Poly	Yealink
BlueJeans	Honeywell	RingCental	Zebra
Box	IBM	Samsung	Zoom
Calabrio	Jabra	ShoreTel	
Cisco	K2	TalkDesk	
Citrix	Lifesize	Tangoe	

Certifications

The array of industry certifications and recognition that our team has earned reflects our ongoing commitment to IT excellence.

Cisco Security Partner of the Year (2021)   **Five9 Partner of the Year (2021)**   **VMware Partner Collaboration Award (2022)**

Schedule a consultation meeting to create an anywhere, anytime solution that consistently exceeds expectations. Contact your CDW account manager or visit **CDW.com/digitalworkspace**.