

Solution Provider CDW Simplifies UC Deployments



CDW uses Network Management and Automation to streamline Unified Communications installation and management.

EXECUTIVE SUMMARY

Customer Name: CDW
Industry: Information Technology Services
Location: Vernon Hills, Ill.
Company Size: More than 6900 employees

BUSINESS IMPACT

- Accelerates customer deployments
- Decreases customer costs
- Helps enable task delegation to reduce administrative burden
- Reduces troubleshooting time

Business Challenge

CDW, founded in 1984, is a leading provider of technology solutions for business, government, education, and healthcare. CDW is also a Master Unified Communications and Gold Certified Partner and Top 5 Cisco reseller. With a broad customer base of 250,000 small, medium, and large organizations, CDW is constantly looking to offer powerful and cost-effective solutions to meet rapidly evolving business needs.

Cisco® Collaboration solutions are increasingly popular with CDW's customers. In the past, integrating various communication networks

required managing multiple collaboration technologies, such as telephony, videoconferencing, and messaging, each with its own management interface and workflow. This situation meant that significant training and experience on each management system were required for CDW field engineers deploying and maintaining these solutions as well as for those customers who wanted to deploy or maintain the systems themselves.

In 2012, Cisco released Cisco Prime™ Collaboration 9.0, which is designed to simplify and unify the deployment, management, and troubleshooting of Cisco voice and video collaboration networks. Prior to the launch, Cisco invited CDW to participate in an early field trial.

Solution and Results

CDW deployed Cisco Prime Collaboration in a dedicated, comprehensive Unified Communications environment comprising 250 users across the country. The company is also training field engineers to conduct customer deployments of the solution's two modules, Provisioning and Assurance.

“UC is quickly becoming an essential business solution for agility and competitiveness. By integrating and simplifying the management of the array of Cisco UC products and applications, Prime Collaboration 9.0 will increase ROI for our customers and enable more organizations to enjoy the benefits of UC.”

— Jon Nelson, Technical Lead, CDW Professional Services, CDW

Provisioning accelerates UC site deployments and decreases the time required for end user moves, adds, changes, and deletions (MACDs). For CDW, this time-saving lowers customer costs by reducing the burden on engineers. Administrators can delegate specific MACD tasks to nontechnical staff and allow end users to set individual preferences. These capabilities help enable CDW customers to manage their own systems without relying on CDW or hiring expensive internal resources. Comprehensive tracking and auditing of system change eliminates the need to manually review log files.

Assurance features a dashboard that provides CDW with a comprehensive summary view with drill-down capabilities of the company's Cisco TelePresence® video endpoints. The dashboard significantly reduces troubleshooting time by eliminating the need to examine live files. Alarm correlation centralizes alerts for CDW's diverse assets and supports notification routing to provide alerts only to the appropriate contacts.

Call to Action

To learn more about how Prime Collaboration 9.0, please visit <http://www.cisco.com/go/primecollaboration>.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)