



CDW

FUTURE OF WORK SUMMIT


Enabling Teamwork and Innovation with Modern Technologies

RECIPES FOR SUCCESS IN THE FUTURE OF WORK



Tom DeCoster, Vice President, Integrated Services Sales

April 8, 2019



The Future of Work is Cool!

**The Problem We
Actually Need to Solve**

**What Great Looks Like
in the Workplace**

Help Us Help You!

**Customers Realizing Success in the
Future of Work Today**



THE FUTURE OF WORK IS COOL!

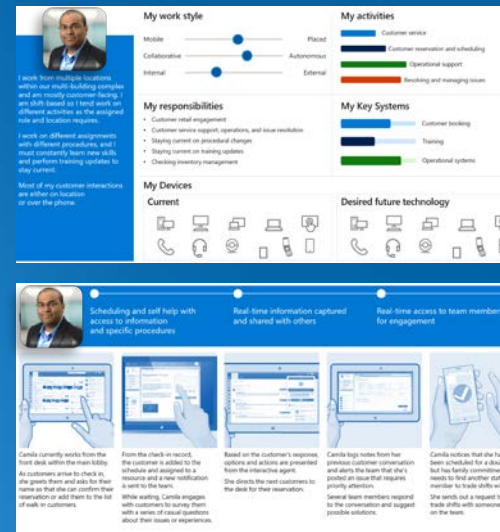


BUT TODAY'S EXPERIENCE MAY BE ROUGH

KNOW Coworker Engagement



KNOW Coworker Experiences



KNOW Desired Business Outcomes

- 🕶️ Coworker Experience
- 🕶️ Customer Experience
- 🕶️ Optimize Innovation
- 🕶️ Accelerate Time to Market
- 🕶️ Productivity and Efficiency
- 🕶️ Attract and Retain Top Talent

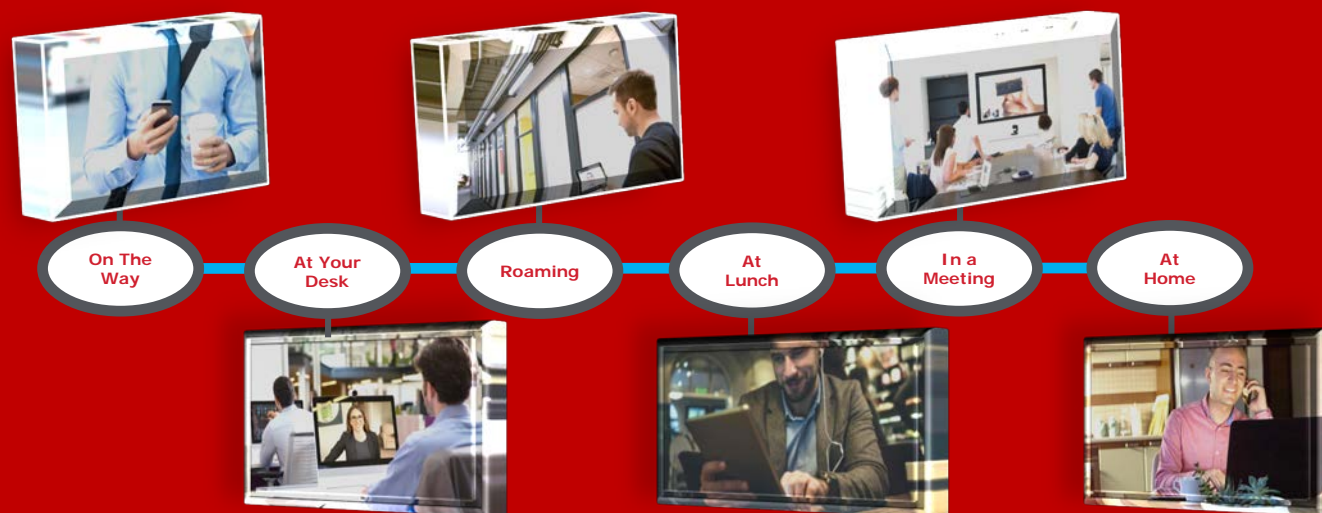
THE PROBLEM WE ACTUALLY NEED TO SOLVE

WHAT GREAT LOOKS LIKE

in the workplace

Experience

Facts



THE EMPLOYEE PERSPECTIVE

From an employee standpoint, IT and non-IT executives seem to appreciate the advancement of the digital workspace experience at their organization



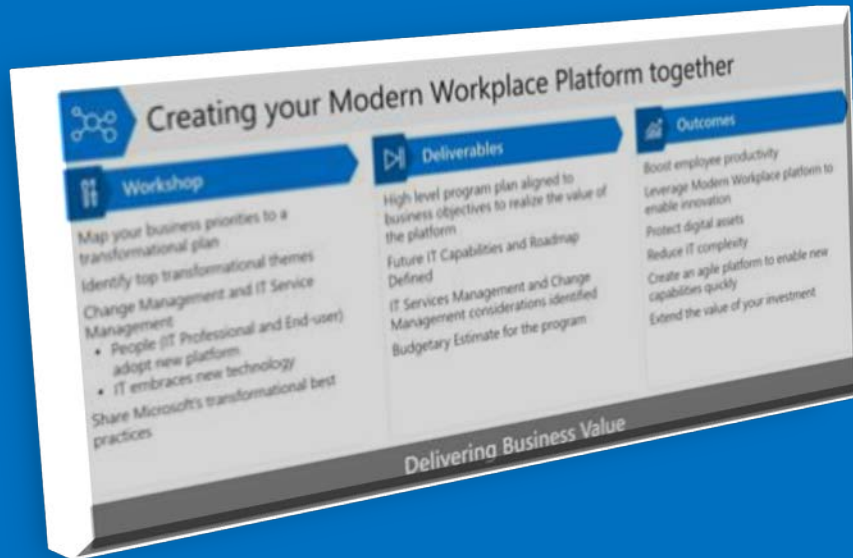
53% feel more productive due to the advancement of digital workspace solutions

45% feel they are able to work on tasks more easily

30% feel closer with their coworkers

Just 20% say they feel increasingly interrupted or distracted and 14% say they feel uncomfortable – like they have to always be “on”

1 MODERN WORKPLACE WORKSHOP



- ✓ **NO COST ENGAGEMENT**
- ✓ **SUCCESS PLAN - ALIGN VISION, BUSINESS GOALS AND NEEDS TO CREATE OUTCOME – BASED STRATEGY AND COWORKER EXPERIENCE**

2 ADOPTION SERVICES



- ✓ **OPERATIONALIZE / ADOPT THE SUCCESS PLAN**
- ✓ **TRACK MEASUREMENTS AND OPTIMIZE AND ENHANCE SOLUTIONS BASED ON BUSINESS RESULTS**

HELP US HELP YOU!

A small, vibrant green seedling with several round leaves is growing out of a dark, heavily cracked wooden surface. The wood grain is prominent, with deep, irregular cracks running across the frame. A horizontal red banner is superimposed over the middle of the image, containing white text.

customers realizing success in the future of work today



Digital Workspace Solution for a Professional Services Firm



Company: Professional Services Firm

Number of Employees: 251 – 500 Employees

Industry: Professional and Scientific Services

Solution: Digital Workspace (i.e. Collaboration, Mobility, Print Solutions)

Objectives



Needing to advance productivity, the mid-size professional services firm wanted to explore a migration to **Office 365**. A critical need to their business was a collaboration program that would allow employees to **effectively and efficiently share files**. They were coming off of an underwhelming experience with a local service provider and wanted CDW's expert guidance.

Tactics



The CDW team assessed server hardware options based on the desired outcome, budget and overall time frame. The customer was introduced to a **hybrid cloud solution** where they would use Dell services on-site – reducing the number of physical machines in conjunction with **Microsoft Azure**. The CDW services team also **trained the IT staff** on Azure and SharePoint workflows which allowed them to sunset the third-party tool they were not happy with.

Results



The customer was able to successfully implement **SharePoint within Azure** and introduce them to the ease of working in the cloud. The CDW teams approach is to provide a solution that meets the customer need and budget. In addition to providing service and hardware for the project, we were able to **provide support to the customers future IT outlook**. We were able to bring best practices guidance and direction based on the customers reliance on the SharePoint in Azure solution.



Digital Workspace Solution for a TV Media Company



Company: Regional TV Media Company

Number of Employees: 1001 – 5000 employees

Industry: Information (TV, Internet & Publishing)

Solution: Digital Workspace (i.e. Collaboration, Mobility, Print Solutions)

Business Challenge

The mid-sized media firm wanted to transition to **Skype for Business** (from Blue Jeans) as a mission critical business need. They also wanted to fully implement and utilize **Office 365**.

Solution

CDW assessed the customer's environment **to diagnose and identify workloads** to expedite the transition. Implementing **Skype for Business Conferencing** was the first step to ensure the company can take full advantage of their investment in Office 365.



Adoption Services for an Insurance Company



Company: Insurance Company

Number of Employees: FPO

Industry: Insurance

Solution: Adoption Services

Objectives



An Insurance firm was embarking on a significant project to upgrade their existing Cisco UC environment as well as to replace their Microsoft Lync/Skype and Meetings environment with Cisco Jabber and WebEx. The firm had the objective that just completing the technology upgrade was not success for the project. They required that this **project drive real business outcomes: faster decision making and increased productivity.**

Tactics



CDW executed a project that included both the technology upgrades and adoption tasks. By considering the technology and the adoption tasks as a single project, **CDW was able to create a Adoption Management Plan** to achieve the results that were needed. In addition, CDW leveraged the CDW Adoption Analytics Engine to collect performance data to measure the specific outcomes.

Results



As proven in the monthly adoption inspection meetings post cutover to upgraded solution, **CDW was able to report detailed adoption analytics. First 60 days post cutover, saw 20% month-over-month increase of Jabber utilization. WebEx utilization was 2x in the same time period.** As predicted, usage started to decline at the 90 day mark where CDW implemented additional marketing and training efforts to continue usage trends.



Digital Workspace Solution for a Massage Retail Chain



Company: Massage Retail Chain

Number of Employees: 10,000+ Employees

Industry: Retail

Solution: Digital Workspace (i.e. Collaboration, Mobility, Print Solutions)

Objectives



The large massage retail chain issued an RFP for **MDM** and iPads as well as services to which CDW responded with a comprehensive mobility **Device as a Service (DaaS) solution**.

Tactics



CDW Mobility Solution Architects provided customer with project planning and consulting services and engaged trusted partners **Apple, Safeware and MOBI to work on the managed tablet solution**. With MOBI and Safeware, a white glove service model for device deployment and swaps as well as ongoing support was provided to franchise owners.

Results



CDW delivered **a one-stop-shop for all things mobile** and provided the massage retail chain and their franchise owners with world class **white glove service during deployment and ongoing support**. CDW has become a trusted adviser for the customer, leading to a stronger, more strategic relationship. CDW has deepened strategic relationships with Apple, VMware, MOBI, Safeware, Tripp-lite, and Incipio.



Digital Workspace Solution for the US Census



Company: US Census

Number of Employees: 1001 – 5000 employees

Industry: Federal Government

Solution: Digital Workspace (i.e. Collaboration, Mobility, Print Solutions)

Business Challenge


The Federal Agency has the daunting task of efficiently collecting an enormous amount of data while maintaining impeccable accuracy as the data determines the distribution of federal funds and also has legislative implications. **The current process is very complex and needs to be improved upon by leveraging current technology.**

Solution


The CDW team completed the first end to end test of the operational process in 2018. **This year, 60,000 laptops will be deployed across the United States after custom imaging and kitting. Towards the end of the year and into 2020, services work and the configuration and customization of over 350,000 iPhones and 20,000 iPads will deploy to the field workers of the agency.** All of this will be delivered as a service and at the end of 2020 the assets will be decommissioned and returned. The resulting work of this project will be delivered to the White House.





THANK YOU!


 cdw.com/solutions

 cdw.com/services

 cdw.com/servicescatalog

 linkedin.com/in/tomdecoSTERTECH

 twitter.com/tomdecoSTERTECH

 tom.decoSTER@cdw.com