

# WWT Executive Overview

Business Value Accelerator



## Overview

Every company is challenged with staying competitive in today's environment.

WWT helps companies mitigate the risks associated with disruption by turning the unfamiliar into defined opportunities for innovation. This document provides an overview of WWT's culture, transformation methodology, core technology competencies and global support services.



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Who We Are

# WWT Culture and Core Values

The foundation of WWT's success is its culture and core values. In order to support our culture we adopted a set of core values that center us in our relationships with employees, customers and partners. We refer to these core values as "The Path" and take every opportunity to reinforce The Path's importance in our effort to deliver value to our customer and create a great place to work for our employees.



## OUR CULTURE IS Our Secret Weapon

Perhaps the most important aspect of WWT's value proposition to our customers is the cultural commitment we make to their success. WWT is a leader in the business community's trend toward prioritizing the development of cultures that support innovation and high performance teams. WWT's core values support a culture that has enabled us to accomplish successful business outcomes for our customers and ourselves.



## WWT's Commitment to Customer Success

### People

Maintaining a commitment to provide the resources necessary to accelerate customers' technology deployments and recognize results faster.

### Partnership

Working together with customers and partners to enable the best results for both organizations.

### Outcomes

Intentionally developing and deploying solutions that produce desired business outcomes for customers, combining innovative products with WWT's resources, capabilities and intellectual property.

## How do we Know our Culture is Working?



### Areas of Special Recognition:

Great Place to Work | Diversity, Women | Millennials | Technology | Giving Back | Gen X | Camaraderie | College Graduates | Parents

## Global Community Impact



# Transformation Through Innovation:

## Delivering Business and Technology Results from Idea to Outcome

Since 1990, WWT has educated companies on how technology can drive efficiency and scale within their organization. WWT's early experience with architecting complex infrastructure solutions established credibility within organizations, but it was WWT's willingness to look beyond the technology and drive to an organization's desired business outcomes that solidified WWT as a consultative partner. This shift in role has resulted in WWT taking the lead on transformation initiatives for numerous Fortune 500 companies and government entities.

For each of these customers, WWT leveraged the Idea to Outcome methodology outlined here. The central premise of the methodology is to establish an environment that allows companies to push themselves past the status quo and disrupt their legacy way of doing business. WWT first helps stakeholders articulate their ideas, then refine the scope to a viable solution and finally create a business and technology roadmap that quickly delivers the desired results and fully optimizes the investment. This is WWT's unique value -- the ability to lead organizations through both the planning and the execution phase of their transformation.

### Business Challenges

#### In the Face of Disruption:

The business is being forced to create new revenue models and customer acquisition strategies.



Making data-driven decisions



Keeping a pulse on customer expectations



Lack of outside-in objectivity



Technology lags business aspirations

### Technology Challenges

#### To Keep Up With Business Needs:

Technology leadership must create faster execution vehicles and become a trusted innovation office.



Lack of the right skills & resources



Eliminating technology debt

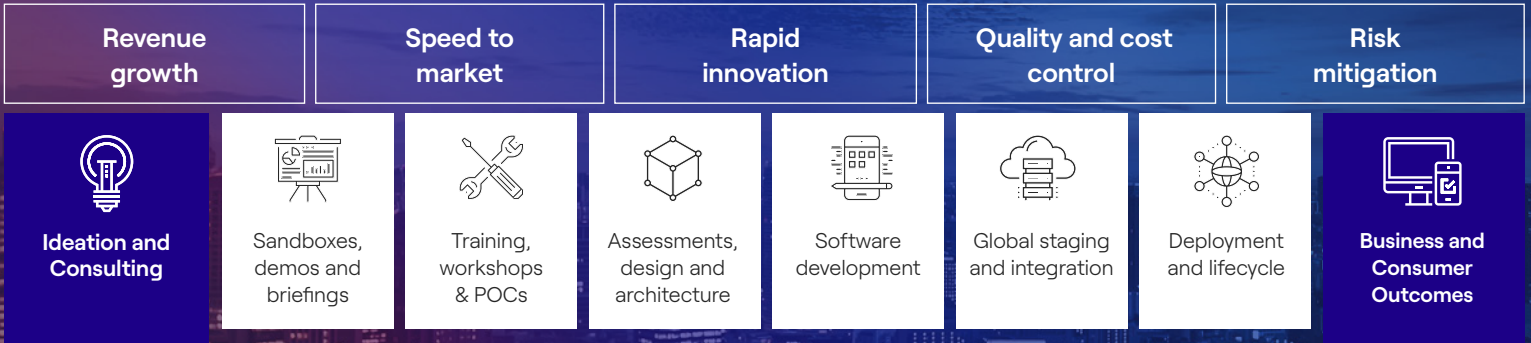


Fragmented technology organizations

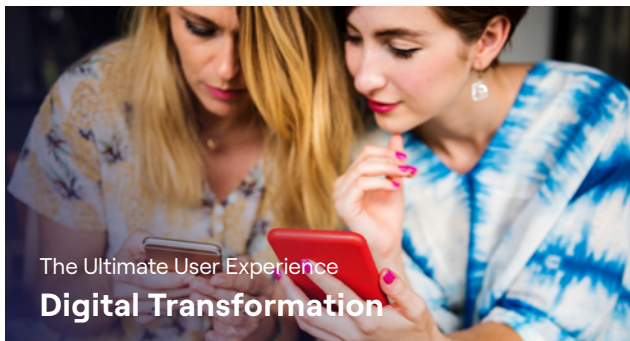


Limited bandwidth to innovate

# Idea to Outcome Methodology



## Key WWT Resources and Capabilities



Today, companies need to find new ways to get to market faster, disrupt the status quo, optimize operational models and create experiences their employees and consumers desire. Companies know they must embrace digital, but often start the process at the end—with prescriptive technology. WWT starts with the customer, leveraging digital technologies to help companies create experiences that go beyond the ordinary. WWT applies cross-functional practices in the areas of research and insight, creative services, omni-channel planning, experience prototyping and application dependency mapping to develop digital transformation solutions.



Innovation Labs reside within the Advanced Technology Center which is a physical campus of buildings and labs that are virtualized and accessible to customers, partners and employees around the world via a proprietary hyperscale cloud portal. The lab consists of \$400M+ in technology infrastructure, 500+ racks of equipment and more than 1000 integrated systems demonstrations. WWT's ATC teams have extensive engineering experience and utilize lab testing best practices and rigorous methodologies to ensure sound decision making without compromising on project schedules and requirements.



WWT's Global Integration Centers are climate-controlled production environments with advanced networking, secure remote access and certified procedures specifically designed for staging, kitting and configuring the latest advanced technology solutions. WWT operates these centers in the U.S., the Netherlands and Singapore. They are staffed with certified engineers whose logistical and technical expertise help reduce the risk, cost and complexity of IT deployments while providing environments of scale to our customers.

# Driving Customer Success

WWT's Advisory Services organization was created to support companies that are interested in taking a holistic approach to overcoming challenges.

Whether an organization decides to leverage a single advisor to consult on a specific initiative or assemble a team of advisors to mitigate risks during a transformational redesign, every WWT advisor possesses the real-world expertise to lead the development of a customized strategy, outline a comprehensive roadmap and profile the type of resources required to execute the plan.

To Solve  
Customer  
Challenges



**Revenue Growth**



**Speed To Market**

And Support  
Customer  
Priorities

**Business  
Process & Data  
Science**

ROI Creation  
Process Enhancement  
Data Management  
Machine Learning  
Artificial Intelligence

**Digital  
Strategy**

Research and Insight  
Creative Services  
Omni-Channel Planning  
Experience Prototyping  
Marketing Automation

WWT's Advisory  
Services

Business and Technology  
consultation, alignment  
and Outcomes

**Business and  
Analytics Advisors**

**Chief Digital  
Advisors**



Our advisory teams are built for accelerated Strategy and Execution.



**Rapid Innovation**



**Quality & Cost Control**



**Risk Mitigation**

**Infrastructure modernization and Cloud**

Enterprise Architecture  
Integration And Automation  
Cloud Migration Strategy  
App Dependency Mapping  
Security Transformation

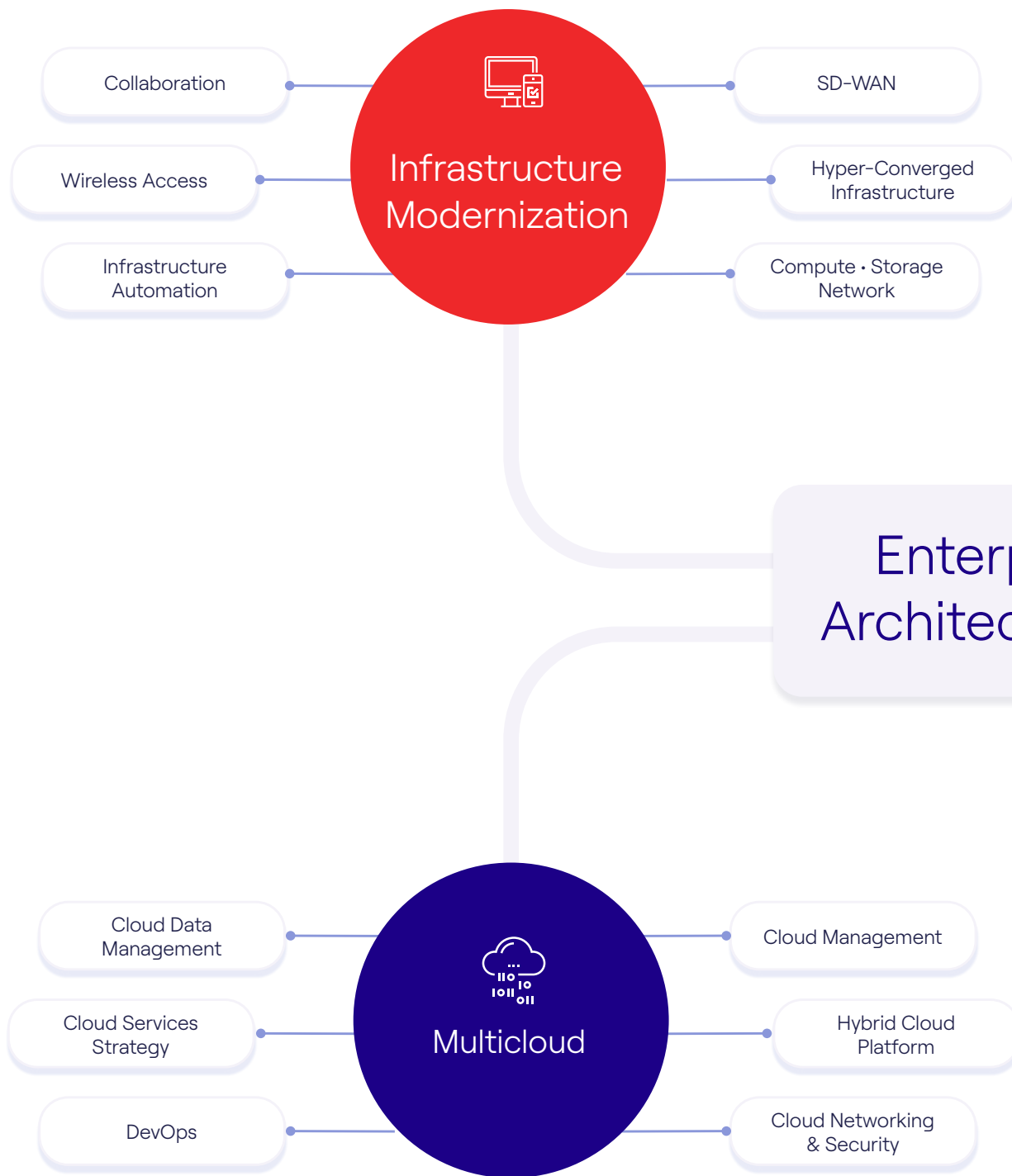
**Chief Technology Advisors**

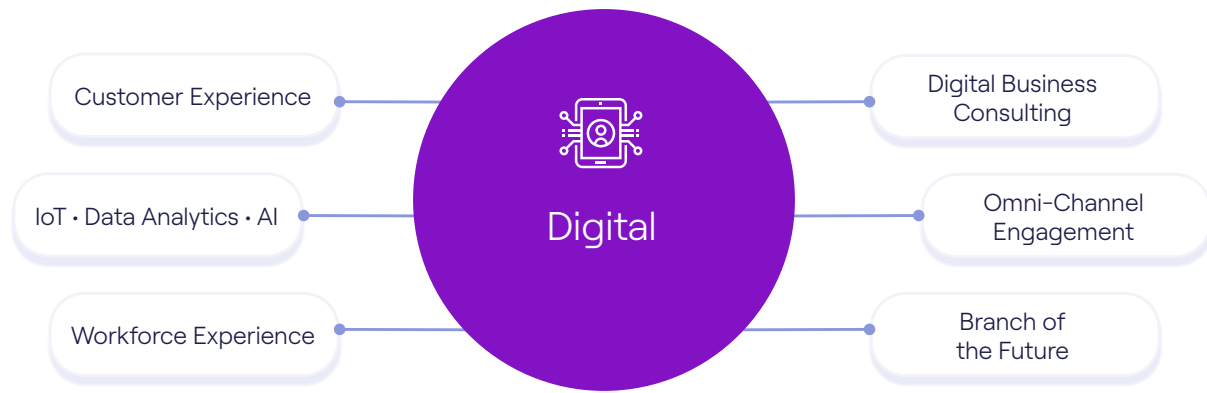
**Technology Integration and Deployment**

Cash Flow Consulting  
Resource Optimization  
Just-In-Time Delivery  
Global Staging And Integration  
Lifecycle Management

**Supply Chain Advisors**

# Creating Business & IT Value

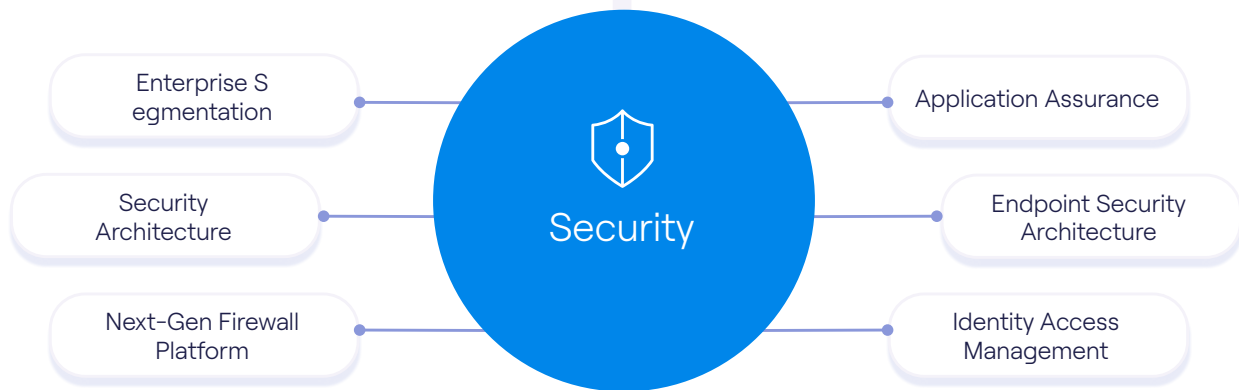




Strategy, Operational  
Readiness &  
Implementation  
Services

### Utilizing WWT's Intellectual Property

WWT has been laser-focused on eliminating constraints on IT service delivery for over 20 years. As IT services have become more and more vital to the ways in which organizations support, grow and secure themselves, WWT has steadily expanded its capabilities to provide a comprehensive solution to the increasingly complex set of challenges affecting IT value streams.



# Intellectual Property Use Cases

Complex organizations comprised of multifaceted solutions are often also inclusive of fragmented technology which frustrates employees and slows decision making. WWT's pre-built products and strategic services allows customers to rapidly deploy solutions to their environment. These solutions comprise an expansive WWT Platform portfolio that helps our customers respond quicker to business expectations and creates time for organization resources to focus on innovative initiatives.



## ATC Connect

When we created our ATC Connect mobile app, we wanted to increase customer and partner engagement with the WWT Advanced Technology Center (ATC) ecosystem. Specifically, we wanted customers and partners to regularly interact with the ATC Portal, the technology center's virtual gateway that allows users to access more than 1,000 ATC capabilities on demand from anywhere in the world. An important use case for ATC Connect is our executive briefings, or EBCs. We determined EBCs would be the perfect entry point for adoption of ATC Connect as EBC participants, comprised largely of WWT customers, could use the app to learn about the lab activities being performed for their organizations.

### Highlights

- ATC Connect digitizes the business process
- Development was initiated through ideation and delivered through agile methodologies
- The app enables a simple user experience through complex integrations

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## Mobile Field Kit (MFK) – IOT Integration Platform



WWT's Mobile Field Kit (MFK) has been developed over the past 15 years to meet the evolving threat of weapons of mass destruction and the needs of those tasked with defending us from them: First Responders, CBRNE Teams, Tactical Deployment Teams, Physical Security Teams and Special Ops.

MFK offers a unique operations control and threat monitoring system that can be used at public events, places of interest and entertainment venues to secure the perimeter. MFK is a portable or fixed tool that is vendor neutral, specifically designed to create a single view from sensors and IOT devices made by multiple manufacturers.

### Highlights

- The platform visualizes information for a centralized security team by creating a map of multiple data types, for example, from the location and health of security personnel, to the presence of explosive, radioactive or chemical material
- The information is updated in real-time.

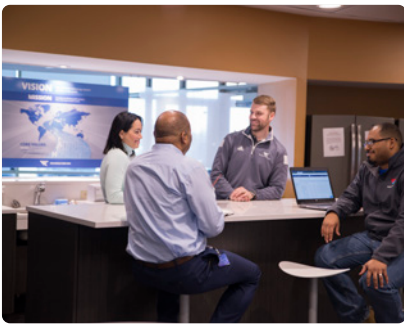


## Thelios

Thelios uses Meraki's APIs to provide customized dashboards and analytics as well as automated provisioning. WWT built Thelios so customers would have access to business and network insights and deployment and management capabilities that far exceed standard networking dashboards.

### Highlights

- Thelios can provide visibility to customer buying and browsing behavior
- Automation to reduce installation time from hours to minutes

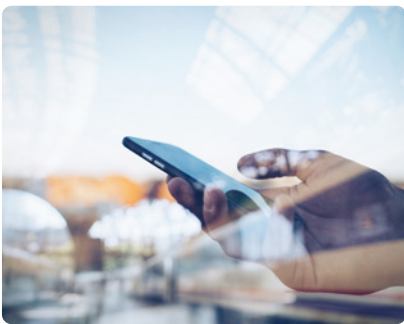


## Lab as a Service (LaaS)

WWT's Lab as a Service (LaaS) offers dedicated lab resources within the Advanced Technology Center (ATC) built to suit customer performance, security, access and testing requirements. This provides unparalleled levels of innovation by offering the ability to perform programmatic testing, leveraging OEMs and technology that already exist in the ATC.

### Highlights

- Maximize the benefits of the ATC by leveraging the Concierge Lab Services to tailor solutions and accelerate results



## Mobile Ops Center

Mobile Ops Center is a software application for mobile devices that connects via open APIs provided by Cisco DNA Center. This iOS app enables IT users to take critical orchestration and operation systems like Cisco DNA Center with them on their mobile devices.

### Highlights

- Check on key network health indicators available in Cisco DNA Assurance
- Receive push notifications when network or client health needs attention



## Data Aggregation and Analysis Engine (DAANE)

The Data Aggregation and Analysis Engine (DAANE) produces and maintains an accurate picture of a customer's app environments. Use of the engine creates a result of 50% less labor.

### Highlights

- The engine is compatible with 3rd party data sources
- Keeps data secure, is easy to install and leaves no trace

# Focus Area: Enterprise Architecture

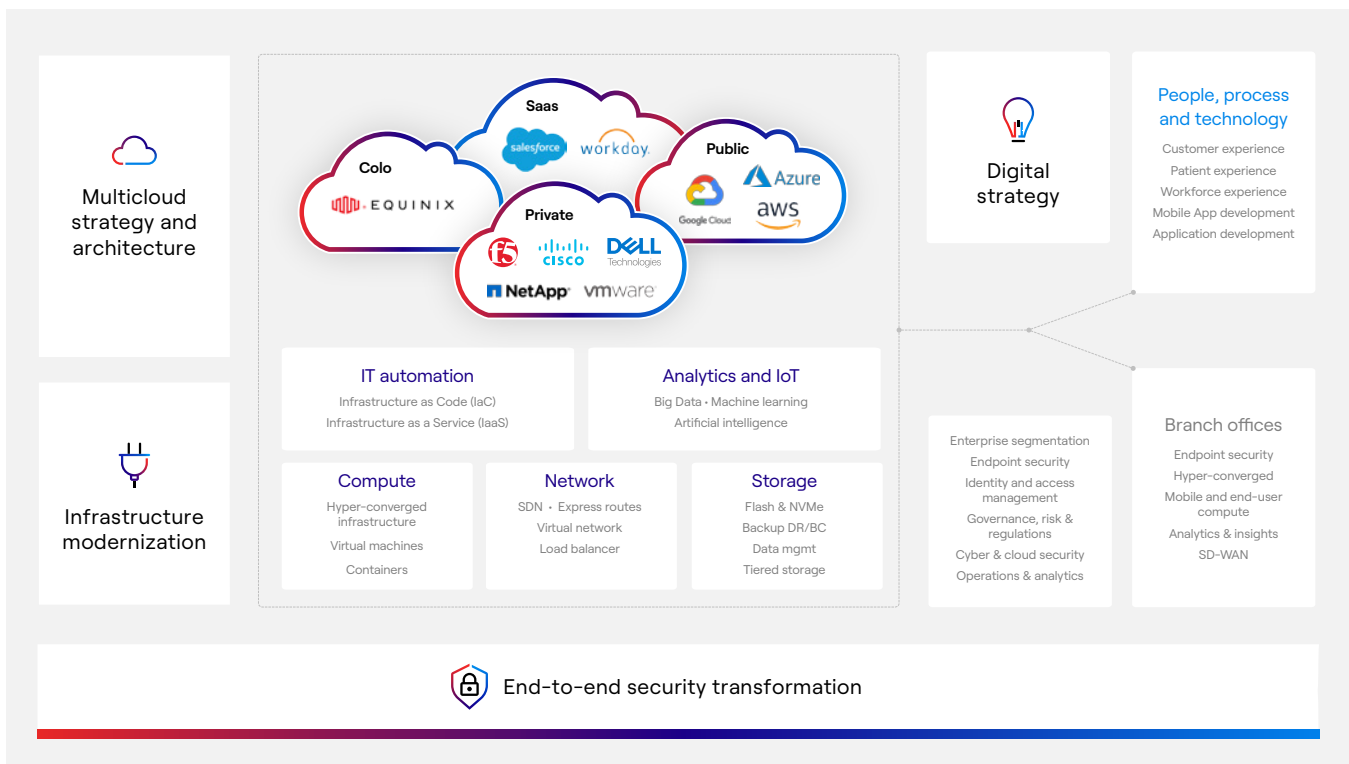
The practice of Enterprise Architecture (EA) has evolved over the course of its 30-year history. However, EA efforts still often fail to align technology changes with strategic goals, Preventing EA initiatives from succeeding.

As organizations look to transform the core functionality of IT and embrace next-generation technologies in order to thrive in an era of digital disruption, the role of EA has taken on a new level of criticality.

## People, Processes and Technology

Often EA fails because strategy is created without regard for people, processes and architectural requirements. IT strategy becomes loosely tied to business strategy, and innovation is stunted as IT is left to put out daily fires. WWT's goal is to help customers develop an enterprise architecture that shapes technology investments and implementation decisions, providing a cohesive set of strategic artifacts across the enterprise.

## Comprehensive Enterprise Architecture



## Our Expertise

### Chief Technology Advisors

Executive- and senior-level leaders experienced in progressive engineering management and day-to-day operations define the IT transformation journey.

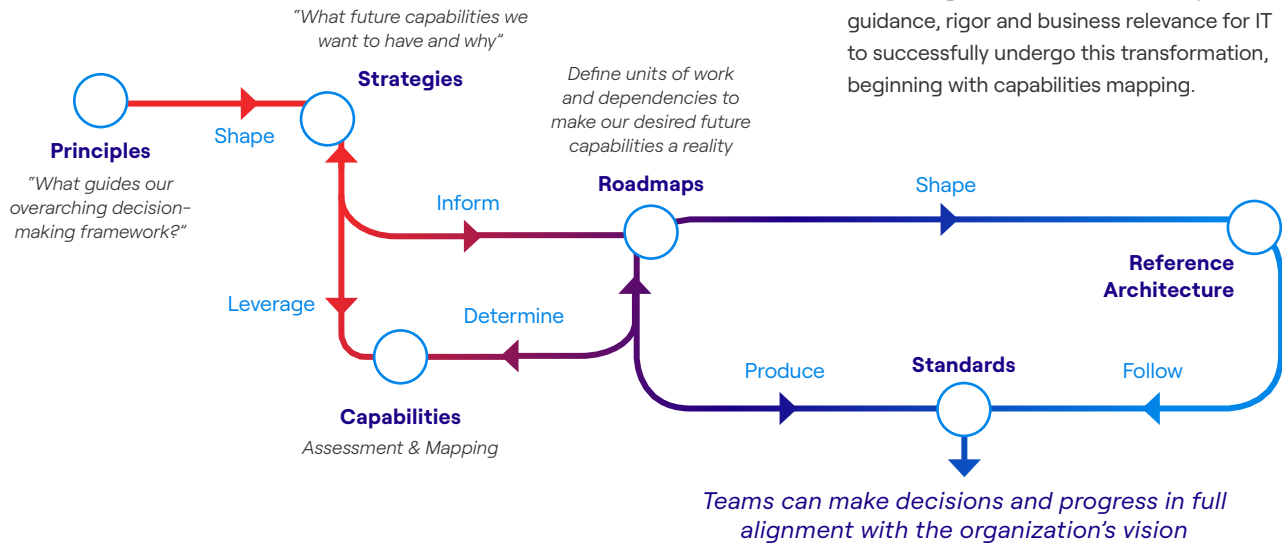
### Chief Digital Advisors

Industry-focused practitioners, strategists and creatives use human-centered frameworks to align digital objectives with technology initiatives.

### Business analytics Advisors

Consultants focus on enhancing customer value, managing risk and enabling data-driven decision-making.

## Creating an Enterprise Architecture Blueprint



An enterprise architecture strategy is the blueprint IT needs to transform its core functionality to meet digitization initiatives. WWT provides guidance, rigor and business relevance for IT to successfully undergo this transformation, beginning with capabilities mapping.

## Enterprise Architecture Strategy Workshop

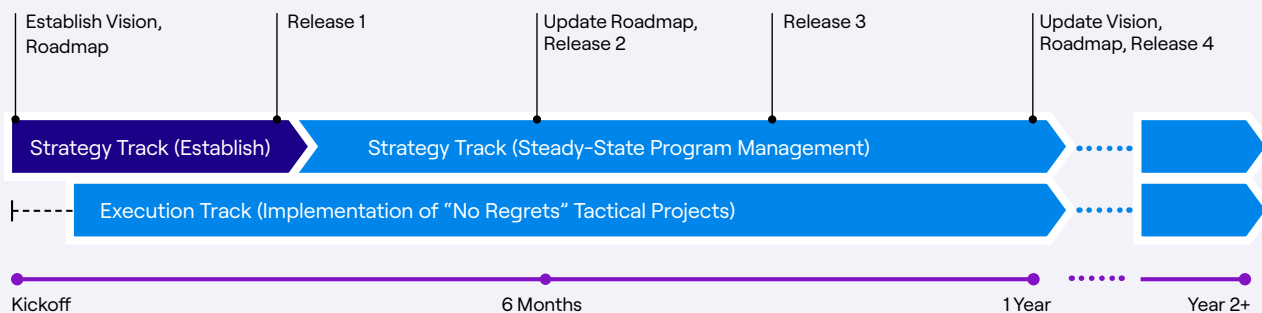
The WWT EA Workshop lays the groundwork for building an enterprise architecture and guides organizations toward a more holistic vision for their future.

Organizations will develop a high-level map of key domains and capabilities and create a framework for their EA governance process. WWT will help participants outline and structure the artifacts that should be created and, through assessment of the organization's overall IT maturity, understand their ability to execute on EA initiatives.

The workshop is an important first step in producing an EA strategy that supports the concurrent development of solution architectures. This leads to an EA strategy that is actionable and can serve as the basis for operational readiness and EA architecture and deployment.

## Speeding Time to Results

Although tactical decisions must be informed by strategy, progress shouldn't stop while strategy is being developed. "No regrets" tactical projects along the way deliver high-value improvements in the short term.



# Operational Readiness Assessment

The WWT Operational Readiness Assessment (ORA) provides IT operations the modern workflows and processes needed to implement, operate and fully adopt transformational solutions identified in an EA strategy.

## WWT helps IT Organizations build on existing skills, break down silos and create organizational agility.

We use focused workshops that engage relevant organizational teams towards a common goal across technical silos. We assess and analyze a customer's vision for IT operations capabilities, toolsets and staffing to develop an operational methodology that can be implemented and repeated across the enterprise.

## WWT's Deliverables

### What We Deliver

### How We Deliver



#### IT Business Management Review

Assess and understand service operating model, process, financial and technical capabilities.

Examine existing operational practices to evaluate performance and identify opportunities to improve efficiency in an environment.



#### Vision and Strategy

Build a prioritized recommendations roadmap that articulates key improvements and critical changes for transformation to IT as a Service.

Collaboratively work with operations teams to refine, agree on and prioritize final recommendations that can realistically be implemented in the organization.



#### Gap Analysis

Provide an analysis of existing processes to identify barriers, gaps or opportunities for efficiency gains and operational improvement.

Benchmark progress to a highly optimized environment to support long-term goals.



#### Define IT Transformation Journey

Review assessment data and design a roadmap that achieves the desired vision for the IT organization, as well as propose workstreams that strengthen operational capability to the desired level.

Establish the right organizational mindset, alignment and capabilities to drive and sustain transformational change with a focus on business outcomes like cost savings, innovation and business growth.



#### Risk Mitigation

Understand critical and high risks requiring remediation during the transformation effort.

Risk and vulnerability assessments with clear impact measurement to guide prioritization.





## Key Benefits of the ORA

### Transform

By knowing how to leverage technology investments, IT can enable faster time to market and faster time to business value.

### Run

Well-defined services with mature SLAs allow IT to run as a business.

### Build

Hands-on training and knowledge transfer for self-sufficiency within IT teams.

### Agility

Roadmap details how to build an integrated, highly efficient and agile IT organization.

## Organize For Software-Defined Everything

An enterprise architecture capable of delivering business value often includes the implementation of software-defined everything (SDx) technologies, digital services and cloud platforms. The ORA provides:

Detailed and concrete recommendations for short-, middle- and long-term improvements to progress SDx, digital and cloud adoption.

A highlight of areas that require change to maximize the business benefits from implementing SDx, digital and cloud platforms.

Actionable, organizational recommendations on how to optimize the application of chosen SDx capabilities.

### ORA Outcomes

The ORA concludes with recommendations on how to close gaps in alignment with technology capability timeframes to enable IT operations. Customers receive standard process workflow for automation and roadmaps for process and technology maturity and control.

# Focus Area: Infrastructure Modernization

Infrastructure modernization establishes foundational systems that are secure, resilient and scalable and which can be utilized to create digital experiences that add value. Business drivers for Infrastructure modernization include cost control, market acceleration, resource constraint avoidance and risk mitigation. WWT’s focus areas include:

## Software Defined Wide Area Networking (SD-WAN)

As SD-WAN gains in popularity as a modern networking platform, WWT accelerates implementation by helping customers gain intelligence about the OEM landscape, perform lab-based evaluation and testing and deploy SD-WAN at their locations.

## Hyper-Converged Infrastructure

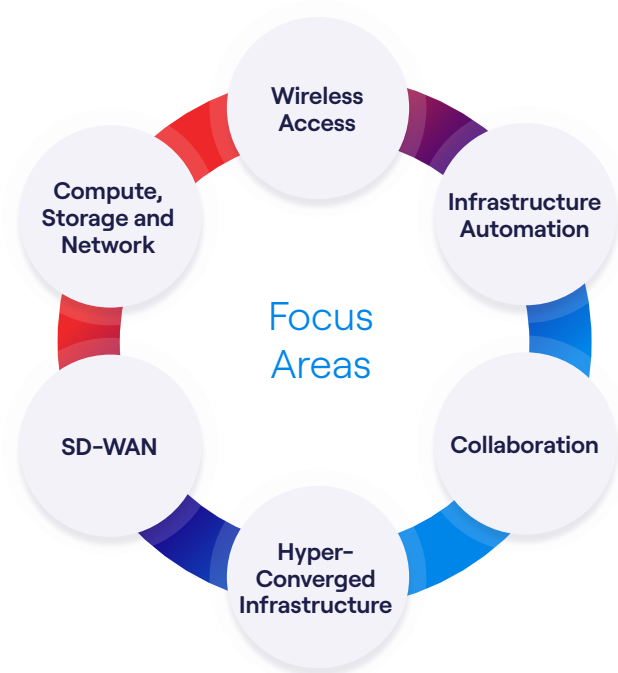
HCI integrates compute, network, storage and virtualization in a small form-factor, enabling low-cost deployment, no CAPEX investment and quick time-to-value. WWT’s partnerships with HCI OEMs and associated lab access to products, including early stage versions, along with global integration and deployment capabilities, creates a unique HCI value proposition.

## Infrastructure Automation

Infrastructure automation controls infrastructure through an automation framework, tools or scripts to produce “infrastructure-as-code.” WWT provides a range of services to support today’s move toward “software-defined” data centers, focusing on the tools needed to create a real infrastructure-as-code approach across compute, storage, security and network.

## Compute, Storage and Networking

WWT helps customers move from purpose-built IT initiatives in order to modernize their compute, storage and networking infrastructure and facilitate rapid elasticity, mobility and the sharing of resources, placing a premium on measurable services consumption.





## Wireless Access

As customers modernize their wireless networks, WWT offers design and deployment services that uplift wireless infrastructure to meet the demands organizations face for user access and performance.

## Collaboration

WWT delivers collaboration solutions for Workforce Productivity, Customer Experience and Lifecycle Management. WWT’s application development and adoption services capabilities enable advanced solution development in the areas of Unified Communications, Video, Conferencing and Business Messaging and Contact Center.

## WWT's Infrastructure Modernization Services

Service Area	Service Description	Focus Area
 Workshops	Cisco UC Migration and Collaboration Development Workshop	Collaboration
	CUCM and Collaboration Development Workshop	Collaboration
	Jabber and Skype for Business Workshop	Collaboration
	Virtual Desktop Infrastructure (VDI) Workshop	Compute, Storage and Network
	Converged and Hyper-Converged Infrastructure Workshops	Hyper-Converged Infrastructure
	Cisco UCS Workshop	Compute, Storage and Network
	Next Gen Wireless Workshop	Wireless Access
 Assessments	SD-WAN Workshop	SD-WAN
	Network Assessment	Compute, Storage and Network
	Storage Assessment	Compute, Storage and Network

Workshop and assessment topics can be inter-mixed or tailored to a customer's specific needs.

### Infrastructure Modernization Briefing

In order to drive IT Transformation, organizations must align their current and ongoing IT investment strategies with their Enterprise Architecture and Infrastructure Modernization strategies. WWT's Infrastructure Modernization briefing helps customers locate their organization on the legacy/modernized solution architecture evolution and begin planning for coordinated IT transformation.

#### Key Benefits of an Infrastructure Modernization Briefing

Transformation	Scale	Communication
Synthesize strategic reasons why a digital transformation is needed.	Build scalable framework for infrastructure, applications, information and business	Document, ratify and message vision, strategies and roadmaps to enterprise



## Case Study: Software Defined Data Center

### Challenge

When the National Science Foundation awarded a top research university a grant to develop a pan-campus research network, the university's IT team saw the benefits of the centralized policy control provided by Cisco Application Centric Infrastructure (ACI). But the university needed to understand exactly how ACI would operate within a highly customized use case – in a "stretched fabric" scenario between two data centers. WWT's ATC was used to mimic the organization's existing and contemplated network topology and develop lab test cases.

### Solution

The WWT team worked with the customer for approximately seven weeks prior to the proof of concept (POC) to determine the design, establish the test plan, order and install the gear and schedule the POC. The actual POC was performed over a one week period.

### Result

The POC proved that ACI would enable the university's two campus data centers to automate, virtualize, pool infrastructure and network resources and provision them based on application requirements and function within a pan-campus network with other research universities.

# Focus Area: Multicloud Architecture

WWT is uniquely positioned to help customers with multicloud architectural decision making and planning. WWT has the culture, experience, knowledge and strategic partnerships – both traditional OEMs and AWS, Azure and GCP – to be an ally throughout the multicloud journey. WWT’s focus areas include:

## Cloud Services Strategy

WWT prepares organizations to maximize the benefits of cloud-native environments by planning for application modernization and migration, as well scenarios in which applications must be architected from the ground up ahead of cloud deployment.

## Cloud Data Management

WWT’s approach addresses data flow, proximity, performance, compliance and sovereignty. The process considers workload types, cost, data durability, availability and recoverability, replication, performance, access protocol, compliance, scalability and tiering.

## Cloud Management

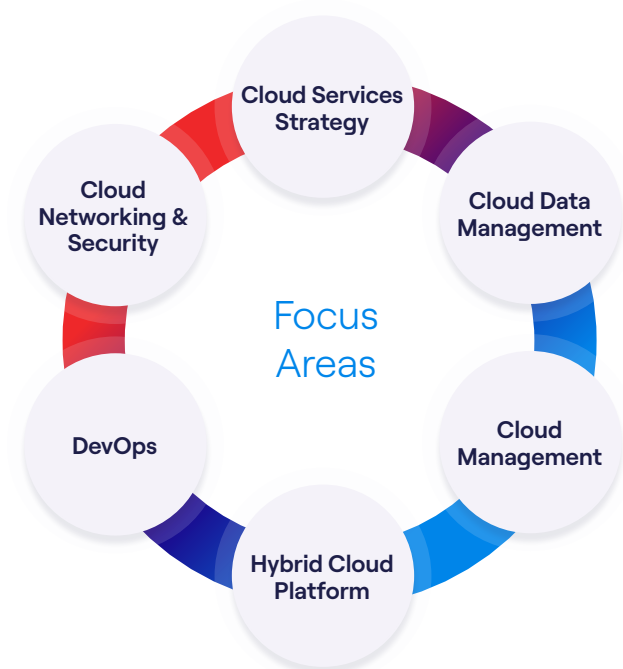
WWT provides practical, vendor-neutral, standards-based guidance for the adoption, management and optimization of cloud computing platforms, enabling customers to deploy, manage, analyze and report on any cloud workload. WWT has implemented related tools internally, contributing to our expertise.

## Hybrid Cloud Platform

WWT’s expertise includes hybrid container platforms, which rely on the rapid standardization of container platforms across public and private cloud and cloud extension platforms, which extend proprietary cloud platforms from public into private or private onto public.

## DevOps



WWT builds DevOps cultural models, focusing on an outcome driven approach that increases agility in order to provide fast results while maintaining quality. Customers learn to respond quickly to the changes in the market by eliminating process-related constraints.



## Cloud Networking & Security

WWT designs secure networks that provide end-users seamless access to cloud and SaaS applications while lowering the cost of network operations. WWT also helps customers define cloud security requirements based on a thorough understanding of responsibilities.

## WWT's Multicloud Architecture Services

Service Area	Service Description	Focus Area
 Workshops	Hybrid Multicloud Platforms Workshop	Hybrid Cloud Platform
	Data Protection Cloud Workshop	Cloud Data Management
	Cloud Networking Workshop	Cloud Networking
	VMware vRealize Design Workshop	Cloud Data Management
	Value Stream Mapping Workshop	Cloud Management
	Cloud Automation Workshop	Cloud Networking
 Assessments	Cloud Infrastructure Assessment	Cloud Management
	Cloud Hosting Candidacy Assessment	Cloud Services Strategy

Workshop and assessment topics can be inter-mixed or tailored to a customer's specific needs.

### Cloud Hosting Candidacy Assessment

WWT offers a cloud hosting candidacy assessment to help customers understand the benefits of hosting workloads in the cloud. The assessment helps customers develop a strategy for cloud platform and services utilization. The assessment also helps customers better understand how to estimate the complexity and risk of cloud hosting throughout a workloads lifecycle.

#### Key Benefits of a Multicloud Architecture Briefing

<p><b>Business Case</b></p> <p>Customers will establish a TCO savings calculation and identify the cost to achieve the target state. They will also be able to estimate soft cost benefits and improvements to organization agility</p>	<p><b>Cloud Migration Strategy</b></p> <p>The assessment looks at prospective sequencing of migrations based on cloud maturity</p>	<p><b>Road Mapping</b></p> <p>The assessment explores the tactical use of PoCs to drive migration, modernization and sequence decisions</p>
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## Case Study: Agriculture

### Challenge

Data management in the cloud impacts the ability to gain valuable insights that guide business strategy. The goal was to adopt deeper analytics capabilities that would identify customer patterns and trends, improving decision making.

### Solution

WWT enabled the customer to develop a programmatic way to help sales individuals highlight and direct their selling efforts and create a shift in both sales and marketing to obtain the highest business impact.

To solve for their data needs, WWT development teams implemented a multicloud application ecosystem that focused on providing and analyzing large amounts of historic and current data.

### Result

The multicloud application ecosystem is enabling advanced data analytics, allowing the customer to provide information to their customers, such as the best product to use in their specific location, tracking invoiced orders and applying for financing online.

# Focus Area: Security Transformation

WWT approaches security transformation by establishing and executing strategies that balance regulatory compliance with speed and agility. WWT's focus areas include:

## Security Architecture

WWT helps customers evaluate security solutions as part of a architecture driven approach that extracts maximum value from current solutions, reduces overhead and ultimately improves optimization and integration of security tools.

## Endpoint Security Architecture

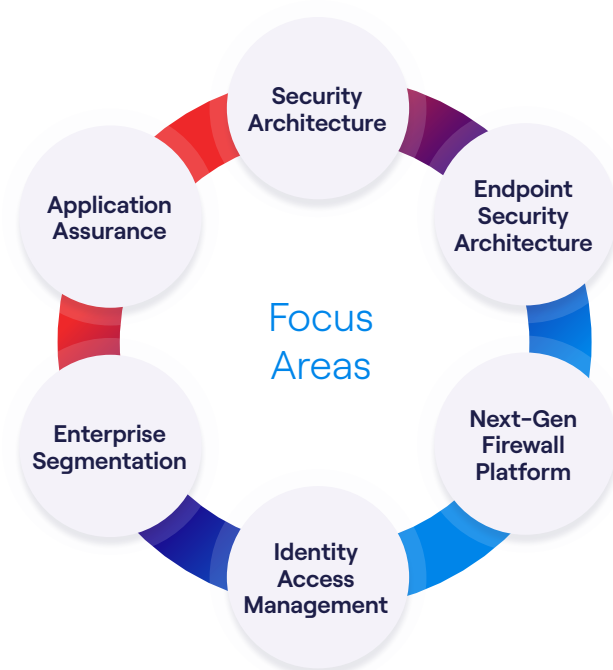
WWT helps customers create endpoint security solutions that address issues related visibility, control and staff expertise. WWT approaches endpoint security architecture solutions by thoroughly understanding the current and emerging threat landscape and developing endpoint security strategies that function within an organization's broader security architecture.

## Next-Gen Firewall Platform

WWT's Infrastructure Security team applies a consultative and architectural approach to develop and execute next-gen firewall projects that establish awareness, optimize defense capabilities, improve threat response, mitigate breaches and close compliance gaps.

## Identity Access Management

WWT helps customers ensure that authorized people and devices have the appropriate access at the right time. WWT's expertise covers Lifecycle Management, Network Access Controls (NAC), Single Sign-On (SSO), Privileged Access Management (PAM) and Key Management and Encryption.



## Enterprise Segmentation



WWT's expertise in security and networking, as well as applications and infrastructure, enables us to break down the complexities of enterprise segmentation and maximize solution effectiveness, clarifying how far the network extends, determining how apps and services communicate, identifying data access and assessing infrastructure readiness.

## Application Assurance

WWT's focuses on improving application security and resolving security vulnerabilities by addressing the availability and health of applications running on the enterprise network and providing a framework for troubleshooting performance issues.



## WWT's Security Transformation Services

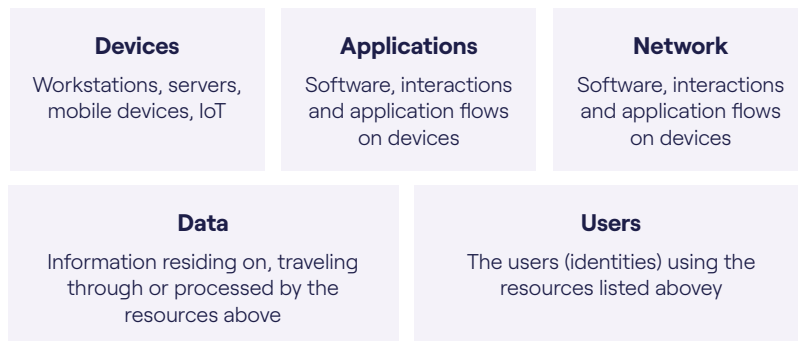
Service Area	Service Description	Focus Area
 Workshops	Security Tools Rationalization Workshop	Security Architecture
	Endpoint Security Workshop	Endpoint Security Architecture
	Security Tabletop Exercises Workshop	Security Architecture
	Security Automation Workshop	Security Architecture
	Splunk Workshop	Security Architecture
	Data Center Security Workshop	Security Architecture
	Next-generation Firewall Workshop	Next-Gen Firewall Platform
	Enterprise Segmentation Workshop	Enterprise Segmentation
	Incident Management Workshop	Identity Access Management
	Cybersecurity Readiness Workshop	Security Architecture
 Assessments	External and Internal Vulnerability Assessment	Security Architecture

Workshop and assessment topics can be inter-mixed or tailored to a customer's specific needs.

### Security Tools Rationalization Workshop

WWT's Security Tools Rationalization Workshop is an on-site event for security and operation teams that lasts 4-8 hours. Security tools will be evaluated against the NIST Cyber Security Framework. WWT's subject matter experts will assess an organization's pervasive enterprise visibility, granular security control and rapid response capabilities.

#### Areas of Focus for the Workshop



## Case Study: Global Financial Services

### Challenge

Design and implement a resilient, agile, intelligent and automated infrastructure to prevent and survive cyber extinction-level events. Integrate the efforts of 17 individual teams and overcome a lack of training amongst team members.

### Solution

WWT helped the customer adopt an enterprise architecture approach that collapsed work streams and integrated technologies, enabling the strengthening of cybersecurity posture and incorporation of advanced threat analysis across its hybrid cloud environments.

### Key WWT Resource: ATC

The customer's environment was replicated in the ATC to speed development, testing and deployment.

- 40+ integrations and OEMS
- 50% project timeline reduction
- 48% staff growth saved
- 9 severity-1 outages avoided

# Focus Area: Digital Strategy

Today, innovative applications and services are both enhancing and transforming customer and employee experiences. WWT's Digital Consulting Group provides integrated strategic and technical services to help enterprise customers navigate their digital transformation.

## Digital Business Consulting

WWT's consultants have deep expertise assisting companies in developing holistic IT and data strategies. WWT's unique capabilities produce actionable strategies that can then be executed by our teams to drive a complete solution and business outcome.

## Customer Experience

WWT helps customers provide their shoppers, patients and patrons with an effortless and integrated customer experience. Expertise includes the creation of internal innovation processes and the application of technology to win and retain customer loyalty.

## Workforce Experience

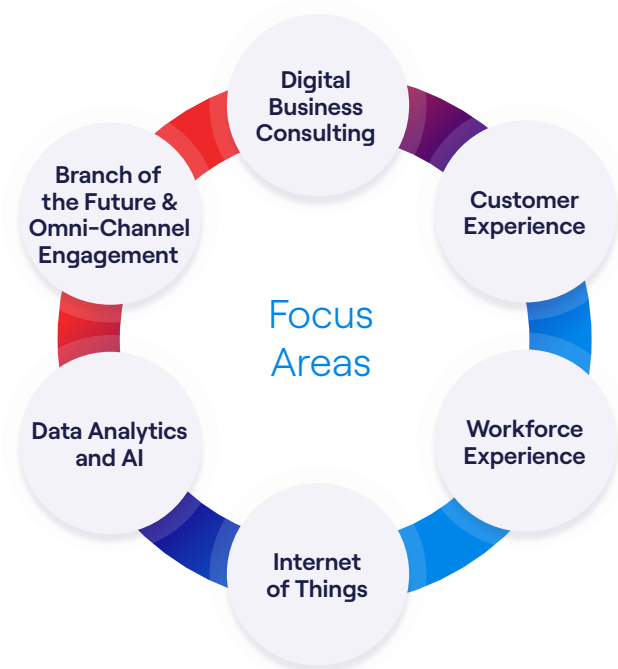
WWT's collaboration capabilities and app development expertise helps customers create solutions that support today's always-on and highly mobile workforce. WWT specializes in modern workspace development, next generation meetings and agile methodologies.

## Internet of Things

WWT takes a holistic approach to IoT use cases, working with customers through a series of consultative IoT workshops and ideation sessions to solicit ideas and jointly define the desired outcome. WWT then collaborates to design, build and ultimately deploy the IoT solution.

## Data Analytics and AI

WWT's team of experienced data scientists and engineers provide customers with the expertise and skills needed to take advantage of data analytics and AI technologies. WWT helps customers accelerate and realize business outcomes, such as revenue growth opportunities, cost containment and savings and improved customer experiences.





## Branch of the Future and Omni-Channel Engagement

WWT enables customers to leverage hybrid cloud, enhance security, simplify complex networks, providing full application control and visibility. WWT created a managed solution that takes the best of Cisco Meraki technology and makes it enterprise-friendly, with use cases ranging from massive enterprise deployments to application integration. WWT can also create multiple channels of customer interaction—mobile apps, voice with video, chat and other touch points, while bringing the conversations and data into a single system.



## WWT's Digital Strategy Services

Service Area	Service Description	Focus Area
 Workshops	Customer Experience Workshop	Customer Experience
	IoT Strategy Workshop	Internet of Things
	Contact Center Workshop	Customer Experience
	Digital Strategy Workshop	Digital Business Consulting
	Digital Workspace Envisioning Workshop	Workforce Experience
 Assessments	UX Assessment	Customer Experience
	Comprehensive Digital Platform Assessment	Digital Business Consulting

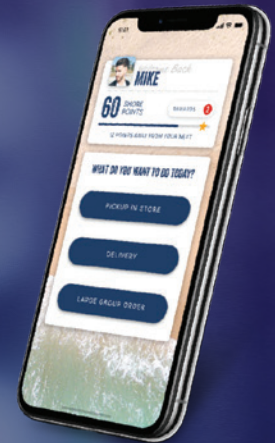
Workshop and assessment topics can be inter-mixed or tailored to a customer's specific needs.

### Digital Strategy Assessment

WWT offers a digital strategy assessment as a service to help customers develop and accelerate digital transformation initiatives in the areas of customer experience, workforce productivity, omni channel strategy and app development. The assessment also enables the development of a roadmap to overcome common challenges, related to speed, integration, agility, metrics, differentiation, objectivity and action.

#### Key Benefits of a Digital Strategy Assessment

<b>Explore</b> how to increase sales both in-store and online	<b>Establish</b> a model for data analytics and customer intelligence	<b>Develop</b> consistency across all channels
<b>Create</b> a framework to identify and test ideas	<b>Understand</b> how to attract and retain employees by designing and deploying digital workspace systems that reduce or eliminate manual activities and prioritize productivity, enhancing tools	



## Case Study: Web App and Loyalty Program

### Benchmarking, Planning & Building QSR Excellence

Deep research and strategy coupled with transitions architecture development led to differentiated web/app & loyalty for Jersey Mike's in the highly competitive QSR category.

#### What We Did:

- Competitive analysis and benchmark
- Journey maps & persona/mindset diagramming
- Designed a new consumer-facing mobile UX
- Designed a new point of sale (PoS) experience
- Native iOS and Android application development
- API and back-end service architecture

# Who We Are

Founded in 1990, now 6,100 employees around the world

Nine years in a row on FORTUNE "100 Best Companies to Work For®" list

Ranked #11 on FORTUNE "50 Best Workplaces in Technology" list

#1 partner with VMware, Cisco, Dell EMC, NetApp, HPE, F5, Intel, Palo Alto, Fortinet, Pure Storage and Infoblox

Technology provider to more than 50 of the FORTUNE 100

\$2.1 billion in international revenue



## Vision

To be the best technology solution provider in the world



## Mission

To create a profitable growth company that is also a great place to work



## Core Values: THE PATH

### Trust

In character and competency

### Humility

Stay grounded; never forget where you come from

### Embrace Change

Diversity of people and thought

### Passion

A strong work ethic

### Attitude

Be positive and open-minded

### Team Player

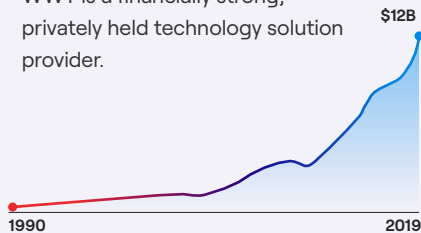
Proactively share ideas

### Honesty and Integrity

Adherence to high standards

## Revenue Growth

With nearly 12B in annual revenue, WWT is a financially strong, privately held technology solution provider.



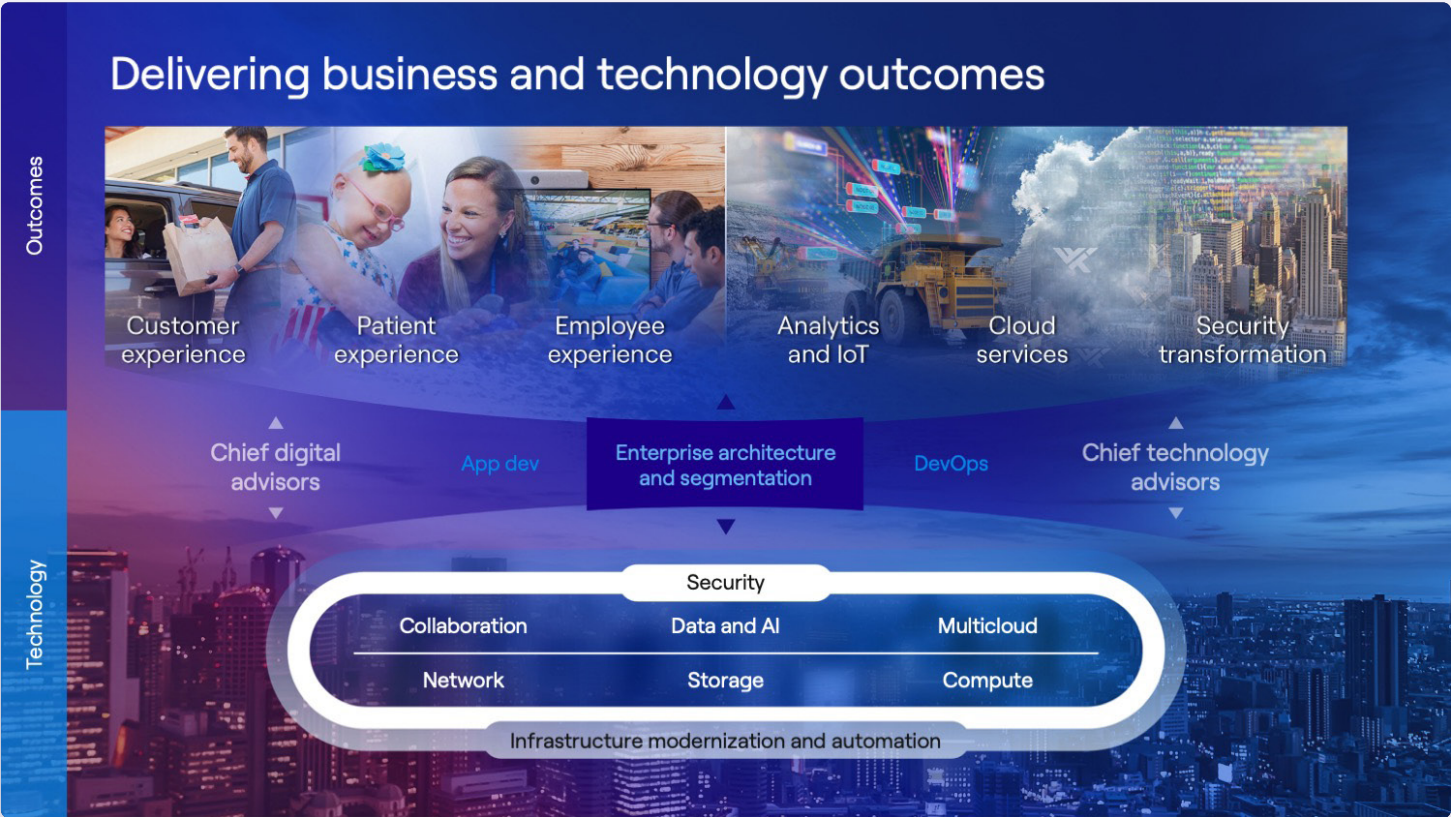
## Strategic Partnerships



## Advantage Partnerships



# How We Go to Market



Make a new  
world happen.