



World Wide Technology, Inc.

TECHNOLOGY RUNS ON
GREAT PEOPLE

A COMPLETE SOLUTION

Our customers have hands-on access to cutting-edge collaboration products, demos, labs and POCs in our Advanced Technology Center.

- Video Deployment (cloud, prem, hybrid)
- Customer Collaboration
- Remote Expert
- Prime Collaboration
- Social Miner
- Mobile Advisor
- Location Services
- Custom Retail and Healthcare Solutions

Workshops:

- Video and Collaboration
- Collaboration Overview
- Contact Center
- Vertical Focused: Healthcare, Retail, Financial, Utility, Municipalities

Visit us online: www.wwt.com

Customer Experience

Communication on *Your* Customer's Terms

Today's consumers, whether shoppers, patients or patrons expect effortless communication. Thus, being able to communicate via the consumer's preferred method and schedule is essential.

EXPERIENCE AND EXPERTISE

With thousands of collaboration solutions deployed, WWT has established itself as a trusted advisor for enterprise collaboration and continues to be an industry leader in this rapidly evolving market. In recognition of this fact, Cisco recently named WWT its #1 Enterprise and Federal Collaboration Partner, and WWT is a top Cisco video partner globally.

COMMUNICATION ON THE CONSUMER'S TERMS

With the further convergence of mobile, social and other online technologies, the customer experience has evolved from a single live touch point to multiple channels of interaction: online, mobile apps, voice with video, live chats and other method of transacting with a customer. This multi-modal approach is sometimes referred to as "omni channel" communication as the customer is presented with a multitude of communication options. From applying for a mortgage via a tablet while sitting comfortably on a sofa to receiving clinical health care at a distance, today's connected consumer expects seamless communication at a time and place that fits their schedule.

BUILD IT... BEFORE THEY COME

Meeting consumer expectations requires a cohesive strategy and an appropriate IT infrastructure. WWT can help organizations understand their customers' needs and then create a solution that fully meets customer expectations while providing high availability and reliability.

ADVANCED SOLUTION CAPABILITIES

Our Advanced Technology Center (ATC) offers a testing, demonstration and proof-of-concept (POC) lab environment, which is used to troubleshoot issues, evaluate upgrade paths, and review potential solutions and integration options. WWT's ability to demonstrate solutions that are interoperable between OEMs helps leverage your existing investments while ensuring the ability to deploy products with new features. The ATC also supports testing and certification of integration points between many leading platforms.

OUR AREAS OF FOCUS:

UNIFIED COMMUNICATIONS

- Voice
- Unified Messaging

CONFERENCING AND CLIENT EXPERIENCE

- Audio Conferencing
- Web Conferencing
- IM/Presence

VIDEO

- TelePresence
- Room-Based Video
- Digital Signage

CONTACT CENTER

- Social
- Customer Voice Portal
- Remote Expert

ADOPTION SERVICES



ABOUT WWT

World Wide Technology (WWT) brings an innovative and proven approach to how organizations **explore, evaluate, architect** and **implement** technology.

Our customers have hands-on access to cutting-edge data center, networking, security and collaboration products in our Advanced Technology Center; technical expertise from our expansive team of engineering resources; and accelerated global product delivery, powered by a sophisticated supply chain management infrastructure.

By working with a financially strong, privately held systems integrator with more than \$6B in annual revenue that ranks among the top tier of partners with Cisco, HP, EMC, NetApp, VMware and Citrix, our customers realize the benefits of saving time and money while significantly minimizing risk.

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WWT's COLLABORATION WORKSHOPS

WWT's Collaboration Workshops offer your organization opportunities to explore our capabilities and learn about how we can assist you in taking the next step on your UC journey. WWT workshops target results that enable clear strategies for positive business outcomes. Our engagement methodology also employs tech briefings, assessments, training, and the capabilities of our deployment organization to assist customers with developing and implementing UC solutions. WWT leverages a proven methodology for the design and implementation of UC solutions based on our Professional Services organization's PDIO (Plan, Design, Implement, Operate) process.

ENSURING SUCCESSFUL DEPLOYMENTS

WWT ensures successful deployments with our seasoned collaboration experts, Advanced Technology Center (ATC) and Integration Technology Center (ITC). The ATC is a collaborative ecosystem that provides hands-on access to cutting-edge data center, collaboration, networking and security products and an expansive team of engineering resources. WWT's ITC provides a production-class environment for staging, kitting and building your customer productivity solution.

GET STARTED TODAY

Call us at [800.432.7008](tel:800.432.7008) or visit www.wwt.com to schedule an Advanced Technology Center appointment and experience the power of WWT's workforce productivity solutions first hand.