

# THE INTELLIGENT DIGITAL EDGE

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WHERE THE MAGIC OF DIGITAL  
TRANSFORMATION HAPPENS

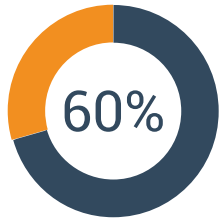




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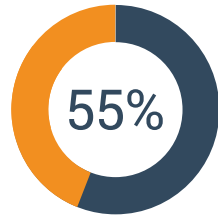
# Competing In A Digital World



of executives believe that failure to adapt to hyper-connectivity is their company's biggest risk.

**Reason:**

- Half of Global 2000 businesses say their future viability depends on their ability to create digitally enhanced products, services & experiences
- Executives see digital offerings from well-known brands as their biggest source of competitive pressure



of digital strategists cite "evolving customer behaviors & preferences" as the primary catalyst for change.

**Reason:**

- Growing role of millennials who have been born into a digital world
- Millennials expect to be connected easily to a digital experience services & experiences

Digital transformation is underway in every industry and in companies of all sizes. Fueled by mobility and the Internet of Things, we're experiencing an explosion of devices and connections.

At the same time, millennials born into a digital world are setting new expectations for anytime / anywhere / any device access.

But these aren't the only issues you're facing. Technology adoption and business innovation are moving at an unprecedented pace, forcing you to proactively evolve before your competitors do.

Those that are at the forefront of this transformation stand to win big – disrupting entire industries and accelerating business outcomes and velocity. The rest could lose out – perhaps catastrophically.

## 20 billion

devices will be added over the next 5 years – that's nearly 500k devices **per hour**.

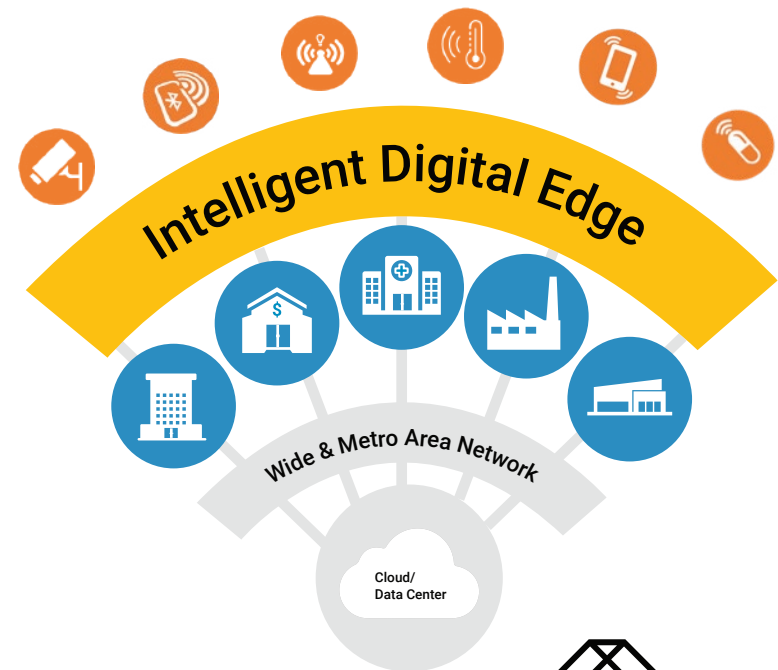


# Ground Zero of Your Digital Transformation: the Digital Edge



To digitally transform, you need to leverage the cloud, big data and IoT. You must also embrace the Digital Edge – that space in-and-around office buildings, hotels, factories, hospitals... virtually any facility where people and devices meet. It's where your users are located, where data is created and consumed, and where applications are shared.

This is where the real opportunity is to make the magic of digital transformation happen. But to make that magic happen, the Digital Edge needs to be transformed through more intelligent solutions.





# Challenges at the Edge

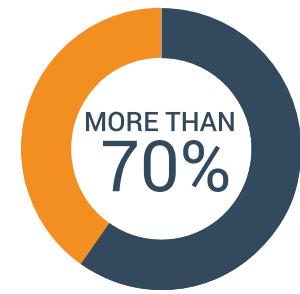


The exponential proliferation in the number and diversity of devices and applications has made one thing abundantly clear – legacy IT architectures and deployment models are simply not adequate to keep pace. Complexity challenges are overwhelming network, computing and even staff IT resources. Yet the technical demands just keep escalating.

So how can you buck the current trends, become more agile and put the almost limitless potential of the Digital Edge to work for you?



of Global 2000 businesses have processes agile enough to enable them to keep pace.



of most IT organizations' time is spent "keeping the lights on" and less than 30% is spent on innovation.



# Embrace the Intelligent Digital Edge

Black Box brings intelligence to the Digital Edge, achieving the criteria required to help you realize the full potential of digital transformation.

## Highly Personal User Experiences

- The experience must be digital & real-time
- It must scale to leverage IoT & analytics
- Most importantly, it must be uniform across all locations

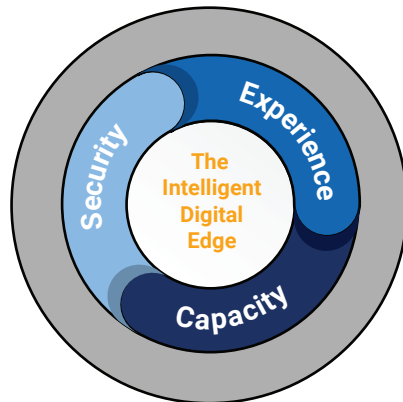
## Mobile-First Capacity

- Connectivity at the Digital Edge is mobile
- Drives efficient and uninterrupted operations
- Enables mission-critical performance with the flexibility to turn up capacity on demand

## Built-In Security

- Helps prevent theft of data or loss of connectivity
- See and prevent threats before they happen to eliminate down time
- Ensures timely decision making in highly regulated & latency-sensitive settings

With the **Intelligent Digital Edge** that Black Box can provide, you can quickly adapt to changing technology and business requirements – supercharging innovation, scale and velocity.





# High Performance Experiences Begin with Foundational Technology



When you work with Black Box, we engineer Intelligent Digital Edge solutions so you can mobilize more people and devices, leverage more data, dial-up capacity as you need to, and defend the information flowing in and out of your enterprise.

The process starts with discovery. We draw upon our extensive industry and technology experience to provide an effective engagement process – where we expose critical business drivers and support them through sound technical solutions. This allows us to design an Intelligent Digital Edge roadmap that is powerfully aligned with your organization's unique goals and needs.

We have a track record of building it rock solid, from the ground up.

- Achieve mission-critical mobility as needed with Wi-Fi, 4G/5G and public safety
- Create reliable, comprehensive intelligent networking—complete with the basics of structured cabling and carrier/internet connectivity
- Engineer built-in security and analytics across your entire Intelligent Digital Edge



# Layer-In Enabling Technologies to Drive Outcomes



Knowing your foundation technology is in place allows you to focus on the right mix of enabling technologies to create the high-performance experiences that transform business.

Whether it's personalized shopping experiences in retail that increase spend and customer loyalty, or smart office advances that redefine workflow, innovation and individual productivity, Black Box has the expertise needed to reinvent your outcomes.

- Applications that drive interactive experiences and personalization
- Unified communication and smart board solutions enhance team collaboration
- Physical security drives conversion rates
- Specialized IoT devices stimulate new understanding





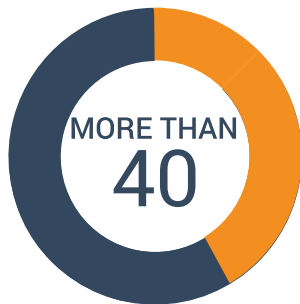
# Gain the Power to Simplify Large-Scale Deployments at the Edge

The larger and more broadly deployed your enterprise, the greater the complexity – and the greater the risk of dissatisfying customers and employees due to inconsistent and unpredictable user experiences.

But when you partner with Black Box, you can scale consistently and create uniform experiences with speed and agility – regardless of the amount of technology deployed or the number of locations involved around the world.

As a full-service partner to our clients, we know how to be in the right place, at the right time.

- As deployments move from 1000s, to 10,000s, to 100,000s of devices in single location, we are there for you
- When you need 100s of locations updated every night, virtually anywhere on the planet, we are there for you
- In fact, with extensive and highly-trained technicians, last year we managed 12,000+ deployments in North America alone
- Plus, we have staging point all over the world, including the U.S., Latin America, Europe and Asia



years of experience connecting people, devices and data. In that time, we've set the standard for first-time acceptance rates of engineered services delivered.



years of experience successfully engineering the Digital Edge for industries from Corporate Enterprise & Finance, to Healthcare, Hospitality, Manufacturing and Retail.



# We Make it Easier for You

**30%** higher net promoter score than the industry average thanks to the transparency of best-in-class service level agreements.



Managing a deployment is one thing. Managing to make it easier for you can be quite another. At Black Box, we use proven agile processes that consistently save clients time, headaches and money.

During planning and execution, our project management team provides centralized command and control to optimize deployments by geography.

We also manage assets so you don't have to, coordinating comprehensive just-in-time delivery.

On site, we leverage uniform standards and localized deliverables across the nation and around the world, to ensure every solution is deployed the same every time.

Once installed, we tailor proactive, managed services to your unique needs – handling day-to-day operations like service desk, monitoring, maintenance & troubleshooting.



# Our Results Speak for Themselves

Black Box is the trusted digital partner for many of the biggest names in a wide range of industries. Here is a sample of what our ability to help clients embrace the edge has meant to their outcomes:

Mitigated  
**16M**  
in CAPEX

We helped a retail bank with one of the largest private networks in the world manage, warehouse and deploy almost 200,000 new & reallocated assets.

Deployed up to  
**100**  
stores per night

We deployed location-enabled wireless in 2,000 stores at a home improvement chain to drive new customer shopping experiences.

Achieved  
**16M**  
compliance

We designed and deployed the pervasive medical-grade mobile infrastructure at a children's hospital to enable bedside medication verification well above the industry norm.

## Accelerate *your outcomes*

The sooner you deploy your Intelligent Digital Edge, the sooner you can realize all the promise digital transformation holds for your enterprise. Embrace the Edge with Black Box and watch the magic happen... for customers... employees... your bottom line... and the future of your business.

**FOR MORE INFORMATION, PLEASE CONTACT US AT:  
855-324-9909 OR VISIT [BBOXSERVICES.COM](http://BBOXSERVICES.COM)**

- 1 Hyperconnected Organizations: How Businesses Are Adapting to the Hyperconnected Age, The Economist report sponsored by SAP, 2015.
- 2 The 2016 State of Digital Transformation, Altimeter Group, 2016.
- 3 Accenture Strategy, Global Operating Model Research, 2016.
- 4 Gartner.





