SIMPLIFY IT

EDGE SERVICES POWER TECHNOLOGY
AND DIGITAL TRANSFORMATION

table of **contents**

IT is Changing

The demand on IT has never been greater. You have to deliver new solutions on-time and on-budget all while keeping your current capabilities operational. To your superiors, you're the hero who deploys new devices and technologies, enables new business processes, creates new ways for employees to collaborate, and fixes things when they break. And up until now, you've made it look easy.

But your role in the company is changing. With digital transformation, IT leaders must align with business objectives. **"84% of CIOS at top-performing organizations have responsibility for areas of the business outside traditional IT, the most common being innovation and transformation."** And new technology is complicating the mix. According to a recent survey, 82% of organizations will deploy at least one IoT based solution within the next two years. These devices are driving capacity, scale, and security.

But IT departments are lean and the shift to digital transformation is not easy.

51%
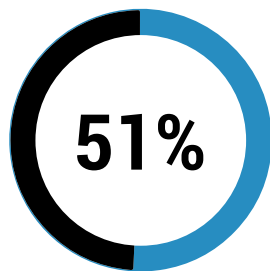
of CIOs are saddled with legacy solutions and associated costs.

42%
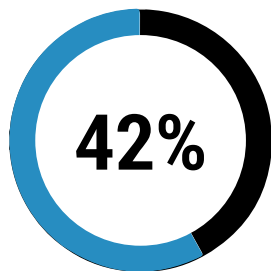
of CIOs are concerned they are missing the IT expertise or scale to adopt new technology such as wireless or IoT especially in highly complex facilities and highly distributed locations

Now is the Time for Managed Edge Services

IT departments are turning to Managed Services for help, according to a CompTia study of technology buyers. "Nearly 64% of organizations are using Managed Services for at least one IT function."

Using a service provider allows IT to focus on streamlining today's operations and leveraging new technology to generate business outcomes for their enterprise. According to an IDC survey, when a service provider was used:
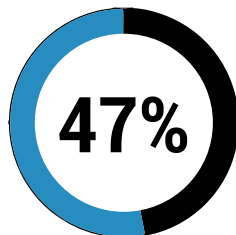
**47%** were able to bring solutions to market faster
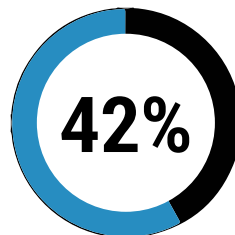
42% experienced an increase in business agility

And speed and agility are just two measures. Managed services can also be leveraged to reduce costs – especially in the management of legacy systems, and to improve both productivity and focus. An IDC study suggested that **36% of companies surveyed have reduced IT costs significantly with managed services,** while **52% said their employees improved productivity.**

The key to success is leveraging managed services to complement your IT organization, to bring in new technical expertise, drive out costs and inefficiencies, or manage technology deployments more efficiently.

To balance out your team, you need a Managed Services Provider who's been leading digital transformation efforts globally.
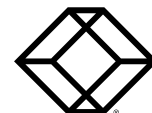
The Next Battleground for IT

As a trusted Managed Services Provider, Black Box designs, deploys and manages technology at the Intelligent Digital Edge.

What is the Intelligent Digital Edge? It is the part of digital transformation that holds the greatest opportunity and it is the next battleground for IT.

The Intelligent Digital Edge is the place where people and devices meet— where your users are located, where data is created and consumed, where mobile and IoT devices live, and where applications are shared.

THE EDGE IS WHERE WE CAN MAKE MAGIC HAPPEN – ACROSS ALL INDUSTRIES:

- Retailers and hoteliers can personalize a stay and trigger processes from novel sources, such as wearables and mobile devices.
- Hospitals can focus on mobile workflow to improve patient safety and medical staff satisfaction.
- Manufacturers can run more efficiently by creating new sensor-driven processes on a connected manufacturing floor.
- Financial organizations can enable 100% connected employees, rendering fixed offices obsolete.

Digital transformation is changing the way we live and work. IT teams are left scrambling with legacy IT architectures and deployment models that are no longer adequate due to the sheer volume of devices and applications in mission-critical facilities, and the vast number of branch locations. Not only is new technology required, one that is analytics-driven, mobile-first, and has embedded-security, but new managed service models are required for IT teams to scale.

Edge Services

It starts with experience.

At the edge, your new IT projects have to drive superior experiences regardless of location. This means bringing new technology and coupling it with the right service and visibility to ensure the job is done efficiently and correctly.

We live at the intelligent digital edge. Black Box has forty years of experience designing, deploying, and managing technology at the intelligent digital edge. And we have certified technicians versed in edge technologies – from legacy to modern Unified Communications & Collaboration, to capacity-driven structured cabling, networking and mobility, to IoT-enabled vertical solutions like implementing a sensor network in a factory, to managing 3D technology in a stadium, to managing ATMs for a bank.

Structured Cabling
COMMSCOPE®   CORNING   PANDUIT®   JMA WIRELESS

Mobility
CISCO   Meraki   aruba a Hewlett Packard Enterprise company   Aerohive NETWORKS

UC&C
AVAYA   CISCO   NEC   UNIFY

Right service, right consumption model.

We bring in the right service with the right consumption model to enhance both speed and agility. Our services include a broad range of professional services, field services, and support services with consumption models to meet your needs.

• On Demand: On Demand Services from Black Box is your first line of support. Even if we didn't install it, we can help.

• Project Services: Project Services are defined projects, from design to deployment, that are aligned to digital transformation goals and enable speed and scale across hundreds of locations.

• Day 2 Support: A maintenance contract from Black Box frees up your time. Day 2 support from Black Box saves in the upkeep of the devices and solutions overtime, stabilizes and optimizes your solutions, and provides critical analytics for operations and lifecycle management. With remote and on-site capabilities, we are there to support your technology.

• Managed Edge Services: Custom Services to solve complex, high-volume IT problems at the edge. With a white-gloved approach, we analyze areas for improvement, provide dedicated project management, and conduct business and service reviews, you'll be informed every step of the way.

We do everything in partnership with you

With technicians and staging areas across the globe, we are where you are. We have thousands of specialized technicians that have managed more than 12,000 IT projects in North America alone in just the last year.

Our expertise runs deep into technology solutions because all we do is IT. We partner with the leading solution experts to bring you the latest edge technologies.

We bring efficiency to your team.

With network operation centers, a centralized help desk and defined services methodologies, we deliver projects on-time and on-budget. All of our services are automated with full management and control. From an efficiency perspective, this is driven by IT disciplines and operational management. Our IT disciplines are aligned to ITIL standards with defined activities such as upgrading, capacity, optimization, monitoring and security.

We are transparent.

With service-specific KPIs, SLAs, and quarterly business reviews we bring transparency to any service. Ensuring our performance meets your expectations is our number one priority. And because we align our services to your business outcomes, we can help you: reduce costs, improve operational efficiencies, and leverage new technology that drives business value.

Edge Services Power Your Technology

	On Demand	Project Services	Day 2 Support	Managed Edge Services
Professional Services				
Consulting/Discovery		✓		✓
Engineering & Architecture Design		✓		✓
On-Site Assessments/Surveys		✓		✓
Program Management		✓		✓
Project Management		✓		✓
Maintenance				
Break/Fix	✓		✓	✓
Help Desk			✓	✓
Manufacturer Warranty			✓	✓
Monitoring – Standard & Proactive			✓	✓
Remote Configuration			✓	✓
Remote Support	✓		✓	✓
Field Services				
On-Site Staffing				✓
Rollouts		✓		✓
Smart Hands/On-Site Services	✓			✓
Sparing & Logistics			✓	✓
Staging & Configuration		✓		✓
Customer Service/Reporting				
8x5x3BD	✓		✓	✓
8x5xNBD	✓		✓	✓
12x5xSBD			✓	✓
24x7x4			✓	✓
KPI Performance	✓		✓	✓
Dedicated Managed Services Manager				✓
Managed Services Agreement				✓
Quarterly Business Review				✓

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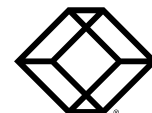
Expertise at the Edge

Deployed location-enabled wireless in 2,000 stores to drive a new, mobile-customer and aisle-shopping experience. Often, 100 stores a night were deployed to avoid business disruption.
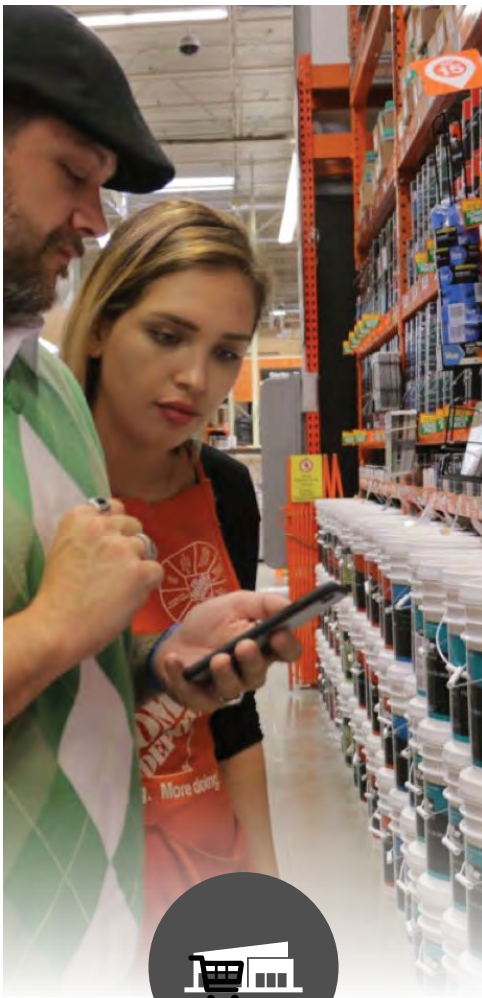
Rolled out IoT devices, including 3D cameras at sporting venues to drive a new customer experience. We deployed the cameras, and were on-site to provide the support needed for a flawless game day experience.

Transitioned help desk and support services from internal IT for 25,000 users including 12,000 collaboration system users in 17 locations and migrated 13,000 legacy VoIP user in 9 locations, reducing costs by more than 30%.
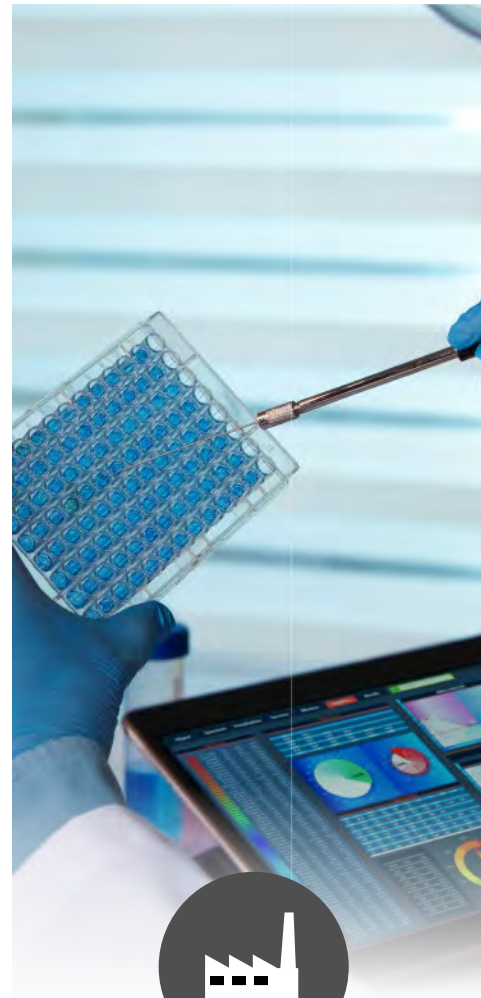
Moved from premise-based UC&C to UCC-as-a-service and saved over $2M eliminating hardware and single-sourcing carrier connectivity.
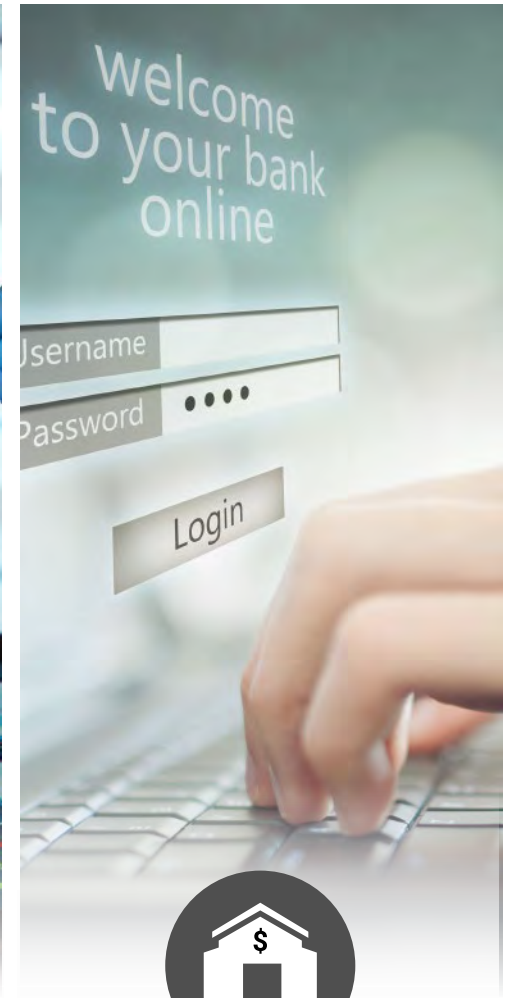
We power your technology and simplify IT.

When you partner with Black Box, you're working with expert teams at the Intelligent Digital Edge. With the right services team by your side, you can accelerate delivery and consistency across every location throughout your organization.

We're here to complement your team.

We start with a light discovery of projects or a comprehensive discovery for Managed Edge Services, consulting on requirements, assessing your facilities, and surveying on-site technology performance. We'll help you identify your business requirements that drive position outcomes, evaluate your IT systems and processes and align similar projects.