

Digital Workplace

Give Employees the Freedom to Communicate and Collaborate with Each Other from any Device and any Location





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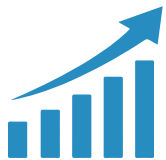


A Transformation in the Workforce

COVID-19 has exposed business continuity and disaster recovery plans in a big way. As enterprises complied with government-mandated lockdowns, leaders were faced with the sudden and startling realization that their organizations were simply not equipped to support a remote workforce.

And not just any workforce, but one comprised of four generations — each seeking to work and collaborate according to generational needs and preferences, at home, while still feeling part of a larger corporate culture that values work ethic and teaming.

Quickly, innovative enterprises realized that to stay productive, efficient, and effective, they must leverage technology to create a remote workforce corporate culture that's adaptable, flexible, and reliable. A culture that functions seamlessly and intuitively — so that all four generations are free to brainstorm, share information, and problem solve as a team, regardless of physical location.



5X

Companies that promote collaborative working environments are 5 times as likely to be high performing



85%

Say state-of-the-art technology makes them more productive – anywhere, anytime, and anyway



4

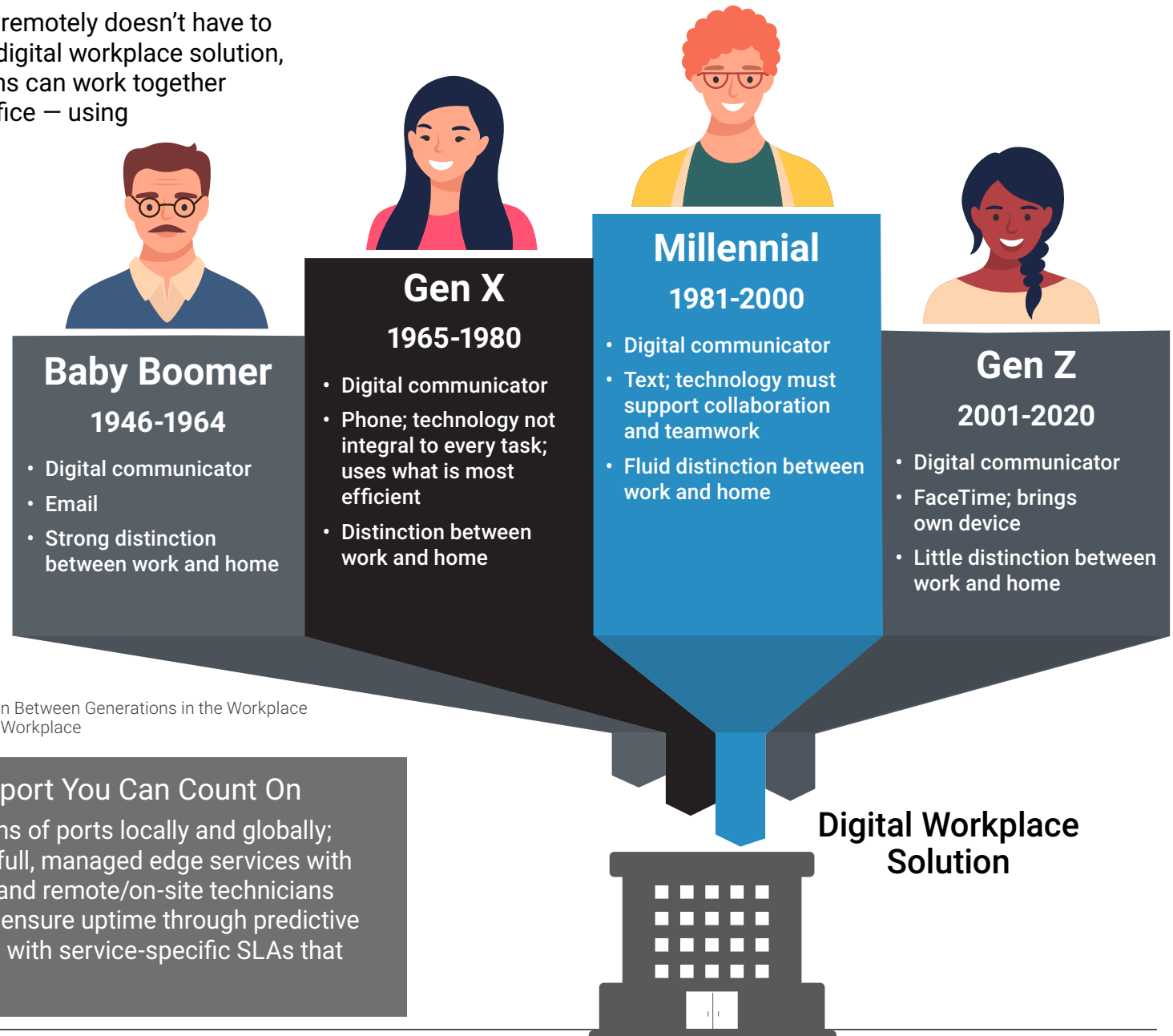
Generations are currently in the workforce



Multiple Generations = Multiple Ways to Communicate

Four Generations, One Cooperative Digital Communication Solution

Communicating and collaborating remotely doesn't have to be complicated. With a Black Box digital workplace solution, employees from all four generations can work together virtually — just as they do in the office — using their preferred method/device.



SOURCES:

iofficecorp.com, "8 Tips to Improve Communication Between Generations in the Workplace"
purdueglobal.edu, Generational Differences in the Workplace

Why Choose Black Box? Support You Can Count On

Black Box currently monitors millions of ports locally and globally; provides day 2 support; and offers full, managed edge services with network operation centers (NOCs) and remote/on-site technicians who provide extensive training. We ensure uptime through predictive analytics and monitor and optimize with service-specific SLAs that ensure operational transparency.



The Incompatible Siloed Approach

Many of today's enterprises are hampered in their effort to create a true teaming environment that increases profitability, productivity, and innovation.

Instead of a seamless, intuitive teaming solution that operates across the entire organization, different departments within the organization use disparate communication applications or silos that don't integrate well with legacy phone systems.

For example, a developer at a software consulting company can't easily collaborate remotely with her boss in Engineering because she uses Slack and he relies on Webex Teams.

In healthcare, a provider's doctors, nurses, and other personnel are all using different devices to connect and access information – none of which are protected – a scenario that has the potential to compromise patient data and result in a security breach.

This incompatibility can cost an enterprise hundreds of thousands of dollars just to maintain – and create impossible expectations for IT departments.





The Revolutionary Integrated Approach

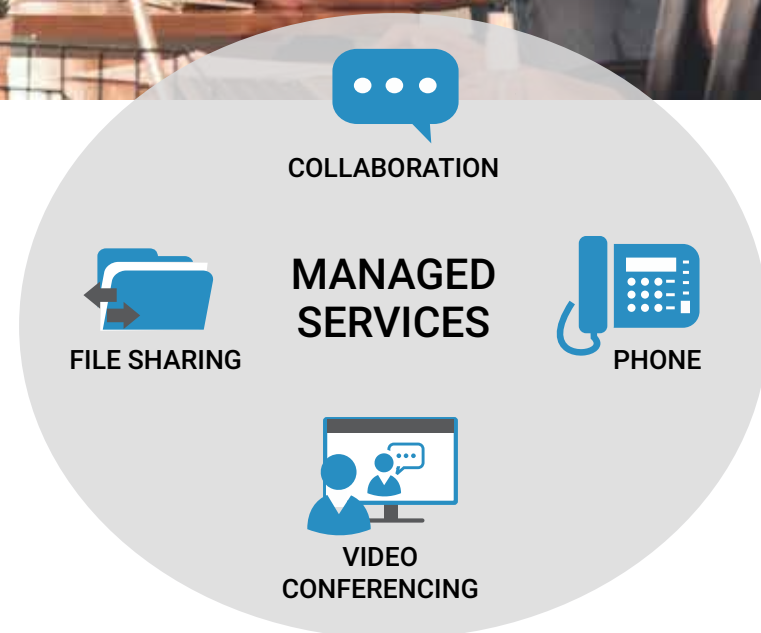
The logical response to the silo approach is to dismantle it and re-create one digital workplace solution that:

- Allows seamless communication and collaboration
- Integrates with numerous applications
- Can be hosted in the cloud or on premise
- Is eagerly embraced by employees

Because the solution feels seamless to employees, they adopt it willingly and teaming becomes second nature for them, regardless of individual needs, preferences, and physical location.

Now, four generations of employees can truly collaborate remotely and securely — meet face-to-face virtually, share files, call each other — via whatever device/app they prefer, from home, a hotel room, or field office.

The result is increased productivity and agility, as well as excellent employee and customer experiences. Business continuity is ensured while risk and overall costs are reduced.



Why Choose Black Box? Highly Reliable Services

Black Box designs, deploys and manages, each offering with a goal of empowering your business. From site surveys, cloud readiness assessments, digital workplace design, multisite deployments, installation, and migration, to monitoring, remote configuration, service delivery management, and on-site staffing — Black Box has you covered.



How to Begin Your Digital Workplace Revolution

When you trust Black Box to manage your move to the digital workplace, you're taking the first step on the road to transforming your entire enterprise.

Migrating to a new communications system can be daunting. That's why we offer multiple solutions from world-class partners. We'll also help you choose the right consumption model for your organization whether it's a new, managed UCaaS solution or a more modern, premise-based solution.

With 40 years of know-how, Black Box ensures your digital workplace journey is a resounding success. From personalized client engagements to technology mapping requirements to team-oriented solutions to ongoing management, our technicians will transform your current system into a digital powerhouse that allows employees to work intelligently and collaborate easily via any device from any location.

And we won't leave you hanging. When we become your trusted partner, we'll not only support your current system, but also any future migration — long term.

85%

of employees say state-of-the-art technology makes them more productive



Why Choose Black Box? Deep Knowledge

Experts at handling large migrations, Black Box technicians understand and have experience working with a wide variety of legacy systems, as well today's most popular technology solutions, such as Avaya, Cisco, NEC, Ring Central, Unify, and more. This depth of understanding allows us to effectively customize solutions to your organization's unique operation.



The Right Solution — Robust, Available, Managed

A Digital Workplace Solution Offers All-in-One

- Phone
- Collaboration
- File sharing
- Video conferencing

When you centralize on a single teaming platform, productivity increases and teams can more easily work toward common goals and spend less time figuring out the best way to communicate.

A digital workplace solution integrates calling, meetings, and collaboration enabling teams to communicate, share, meet, and work on one unified platform. The solution ensures that each and every capability is available on every device whether it's a laptop,

Teamwork & Collaboration Leverage Technology That Is

- Mobile-first
- Optimized for video
- Accessible from multiple devices

smartphone, tablet, or desktop computer. This enables teams to collaborate on the right device and at the right time, no matter where they are.

Whether employees use Google Docs, Office 365, Slack, Webex Team, or Zoom, to share files, send messages, stream videos, or simply discuss projects, a modern digital workplace solution is up to the task.



Best-in-Class Partners

As a trusted leader in digital workplace technology, Black Box offers a robust portfolio of best-in-class solutions from industry leaders such as Avaya, Cisco, NEC, Unify, and more. By partnering with the best in the business, we can help you choose the solution that's right for you. We maintain comprehensive certifications

from multiple partners so you can leverage the right functions, user experiences, mobility capabilities, and interoperability for your organization regardless of its size, geographic footprint, and business model.



Why Choose Black Box?

We Work Where You Work — Locally and Globally

Black Box maintains comprehensive partner certifications and employs a large team of local and global technicians who can design and deploy single- or multiple-location solutions, efficiently transition you from an existing solution/vendor to something new — or simply free up resources by “sun-setting” legacy technology.

AVAYA

CISCO

NEC

RingCentral®

UNIFY



Integrated with Applications Employees Use Everyday

A digital workplace solution from Black Box integrates the industry's most popular communications applications for phone, contact center, video conferencing/screensharing, collaboration, and file collaboration and lets everyone communicate remotely on any device — via the applications they already use.

That's important because it results in a smoother transition, which increases employee buy-in and ultimately strengthens the employee experience. Now, for example, a business user using UCC can easily collaborate with a developer using Slack.

While these popular communications applications come with pre-integrations, Black Box can customize and add on as needed, giving you a continuum of capabilities.



PHONE



CONTACT CENTER



VIDEO CONFERENCING
& SCREENSHARE



COLLABORATION



FILE COLLABORATION

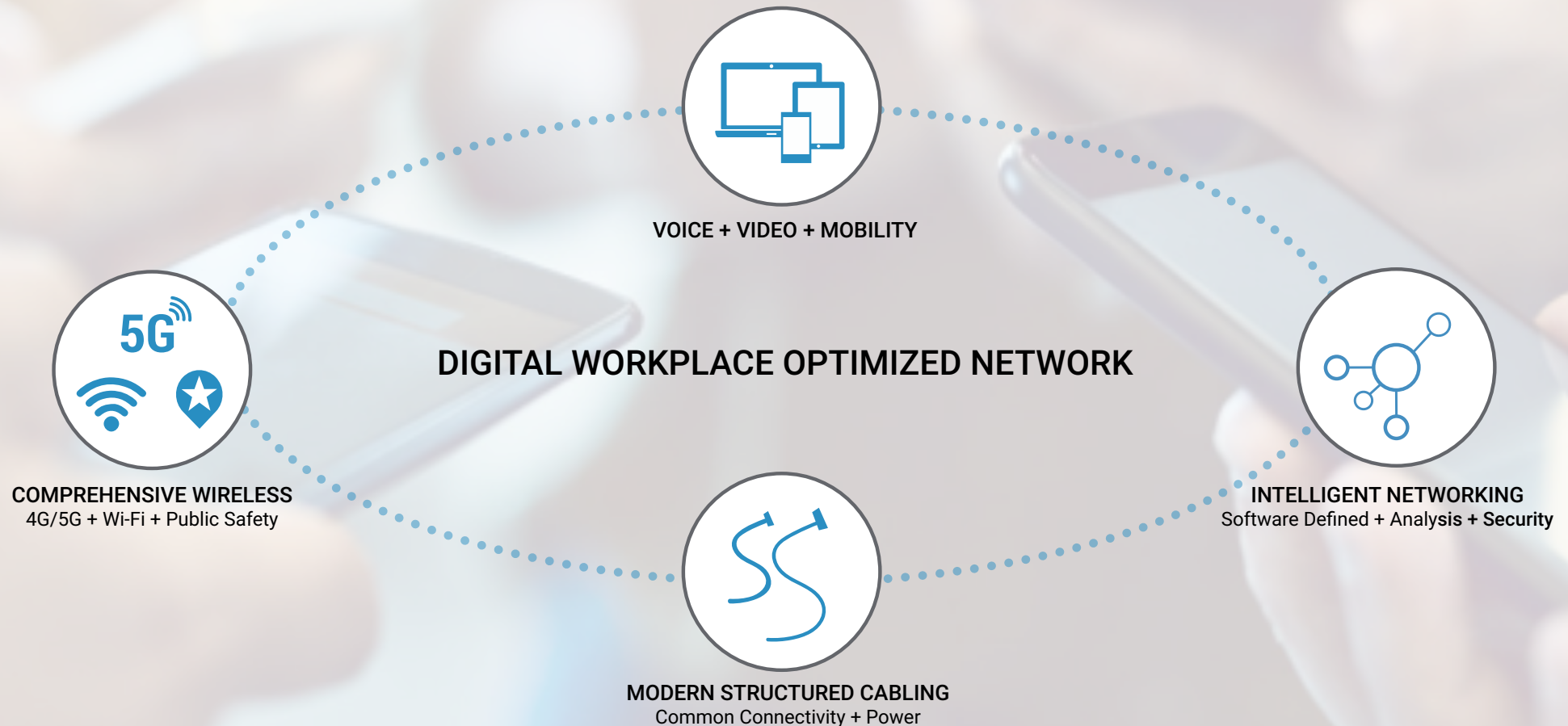


An Optimized Foundation That's Always On

With mobile-driven and video-first attributes, a digital workplace solution can be demanding on the network. But we ensure every solution is supported by a mission-critical infrastructure that is tuned for optimum performance. We optimize your network to create a solid foundation for your digital workplace solution as well as other applications.

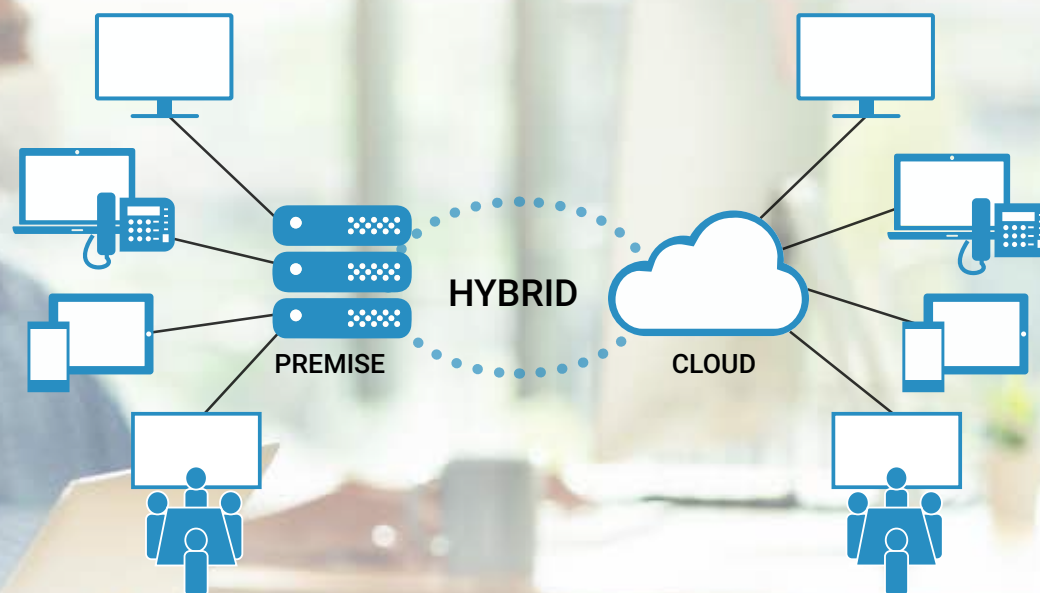
Your optimized foundation includes:

- Structured cabling with new levels of bandwidth and power
- Intelligent networking with software designed capabilities, analytics, built-in security, and carrier connectivity
- Bluetooth, 4G LTE/5G, public safety, and two-way radio
- A network with data-intensive voice and video



The Right Consumption Model

Black Box will work with you to implement the right consumption model for your organization. From easily managed UCaaS to more traditional solutions to highly scalable hybrid solutions – each offers advantages that align with different business models and drivers.



Why Choose Black Box? Managed Services

Black Box designs, deploys, and manages each offering to empower your business with a highly reliable resource to completely take over your IT needs. From site surveys, cloud readiness assessments, UC & collaboration design, multisite deployments, and installation and migration, to monitoring, remote configuration, service delivery management, and on-site staffing, we have you covered.



Managed Migration and Support

Managing the move from a legacy communications system to a modern digital workplace solution can be challenging. That's why we employ a robust design, deploy, and support methodology implemented by a global team of technicians who can implement demanding single-location solutions, as well as solutions that span hundreds of locations — all with consistency, speed, and agility.

DESIGN



From governance to engineering and logistics, we'll take care of all the behind-the-scenes planning to make sure your implementation goes smoothly. This includes discovery, site surveys, network assessment, ROI, and SIP design.

- **Solution consultation**
- **Remote worker consultation**
- **Database discovery**
- **Site surveys**
- **Cloud readiness assessment**
- **Network readiness assessment**
- **UC & collaboration design**

DEPLOY

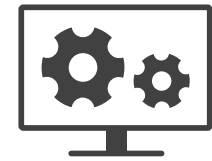


Digital workplace deployments are a Black Box specialty. Our 2,300-plus technicians have managed tens of thousands of deployments in the last year alone.

While many people think of deployment as what happens on Day 0, there's a lot more to it. It includes careful planning and details, such as logistics, staging, testing, and setting up a command center, as well as decommissioning equipment. On Day 0, Day 1, and Day 2, our technicians will ensure a smooth cutover with minimal disruption.

In addition, Black Box offers a full suite of service packages customized to your requirements.

SUPPORT



Black Box knows how to manage digital workplace systems. We currently monitor millions of ports every day from our multiple NOCs. From basic maintenance to advanced monitoring, we can provide simple Day 2 Support to full system management and monitoring.

We offer standard support packages as well as custom managed edge services. When you engage with Black Box, you can truly leave the technology to us, including on-site and remote monitoring, maintenance, and troubleshooting — all with best-in-class service.

- **Monitoring**
- **Service desk**
- **Incident and performance remediation**
- **Remote configuration**
- **Remote diagnostics support**
- **Device upgrade services**
- **Porting/transferring phone numbers**
- **Service delivery management**



The Digital Workplace: Black Box Success Stories

Three recent case studies illustrate how a Black Box digital workplace solution can help your enterprise increase profitability, productivity, and innovation – and boost employee satisfaction.



Saved over \$2M adopting managed UC&C at 500+ bank branches. Enabled new locations to go live in < one month.



Consolidated 25,000 users onto a single UC&C solution. Transitioned help desk & support services – reducing costs by 30%.



Used collaboration @ 300 clinics to eliminate geographic boundaries. Achieved double digit employee satisfaction.



Begin Your Digital Workplace Journey

Ready to take the next step?

Together, we can chart a course to help your enterprise transition to a digital workplace — one that creates a transformative teaming environment that's more profitable, productive, and innovative. We'll work with your team to discover the right solution for your enterprise, business drivers, and business model. Black Box is the trusted partner that can take you from where you are now to where you need to be.





BBOXSERVICES.COM | 855-324-9909 | CONTACT@BLACKBOX.COM

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