



Comprehensive IT. Optimized.

Delivering solutions to drive business value and success.

- » Wired and Wireless Infrastructure
- » Unified Communications and Collaboration
- » Professional Services, Managed Services, and IT-as-a-Service

50%

of productivity is related to employees' ability to use collaborative devices and software remotely

53%

of employees currently BYOD to work

48%

of companies are adopting new business models that integrate managed services

Design a Comprehensive IT Strategy for Business Success

Continuous advances in IT are rapidly changing the way companies do business. Changes in user requirements, challenges with managing both legacy and new technology, and shifts in managing IT expenses are shaping corporate IT landscapes. The need for IT leadership is imperative for businesses to maintain productivity, ensure user satisfaction, and deliver profitable results.



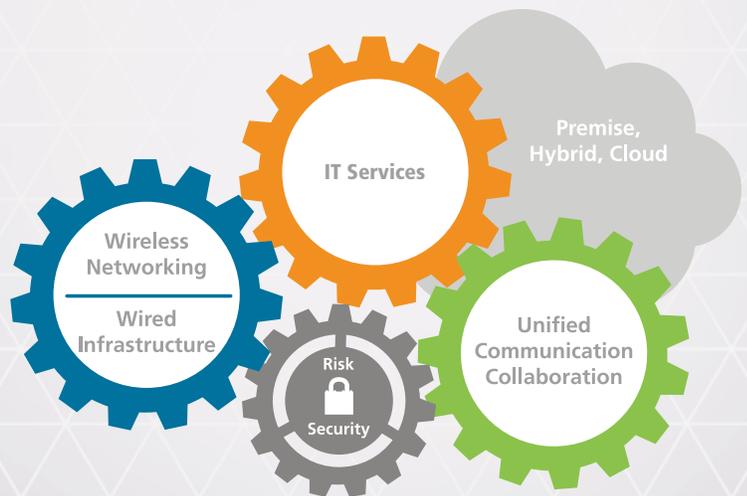
Market Challenges	Strategic IT, Managed Right
 Evolving Needs	<ul style="list-style-type: none"> » Implement vendor-neutral solutions for strategic, business-specific solutions, including: <ul style="list-style-type: none"> › Infrastructure and Data Center › Wireless and Mobility › Unified Communications and Collaboration
 IT Agility	<ul style="list-style-type: none"> » Support structured, legacy deployments » Enable prevailing, agile technologies
 Cost Control	<ul style="list-style-type: none"> » Enable new deployment and consumption models to balance CAPEX and OPEX <ul style="list-style-type: none"> › Premise, Hybrid, and Cloud › Professional Services, Managed Services, and IT-as-a-Service

Common IT Enterprise Challenges

Business leaders face three primary IT challenges:

- **Evolving needs** such as mobility, cloud and collaboration
- **IT agility** to manage both existing and new technology deployment
- **Cost control** initiatives that measure business outcomes versus IT spend

The key is to execute a comprehensive IT strategy that is based on a solid foundation of technology and services that integrates network infrastructure to support the reliable delivery of the latest applications. Wired Infrastructure and Wireless Networking, Unified Communications and Collaboration, and IT Services are the basis of a progressive IT approach. At Black Box, our resources are positioned to design, deploy, migrate, and operate the IT solutions that allow your company to adapt to market trends, drive positive business outcomes, and stay ahead of your competition.



Customer Case Studies: IT is a Proven Game Changer



Minimized day-to-day operations through staff augmentation design/installation / support



Provided 1,500 staff with new apps and **70% reduction** in support hours



Delivered **100% staff mobility** and **patient monitoring** everywhere



Improved patient and physician satisfaction scores without using GuestNet



Integrated EPIC EMR everywhere; 30 applications on 2,000+ devices



Achieved 98% compliance for Bedside Medication Verification



Improved nursing efficiency with 4x increase in floor space with Wi-Fi and DAS



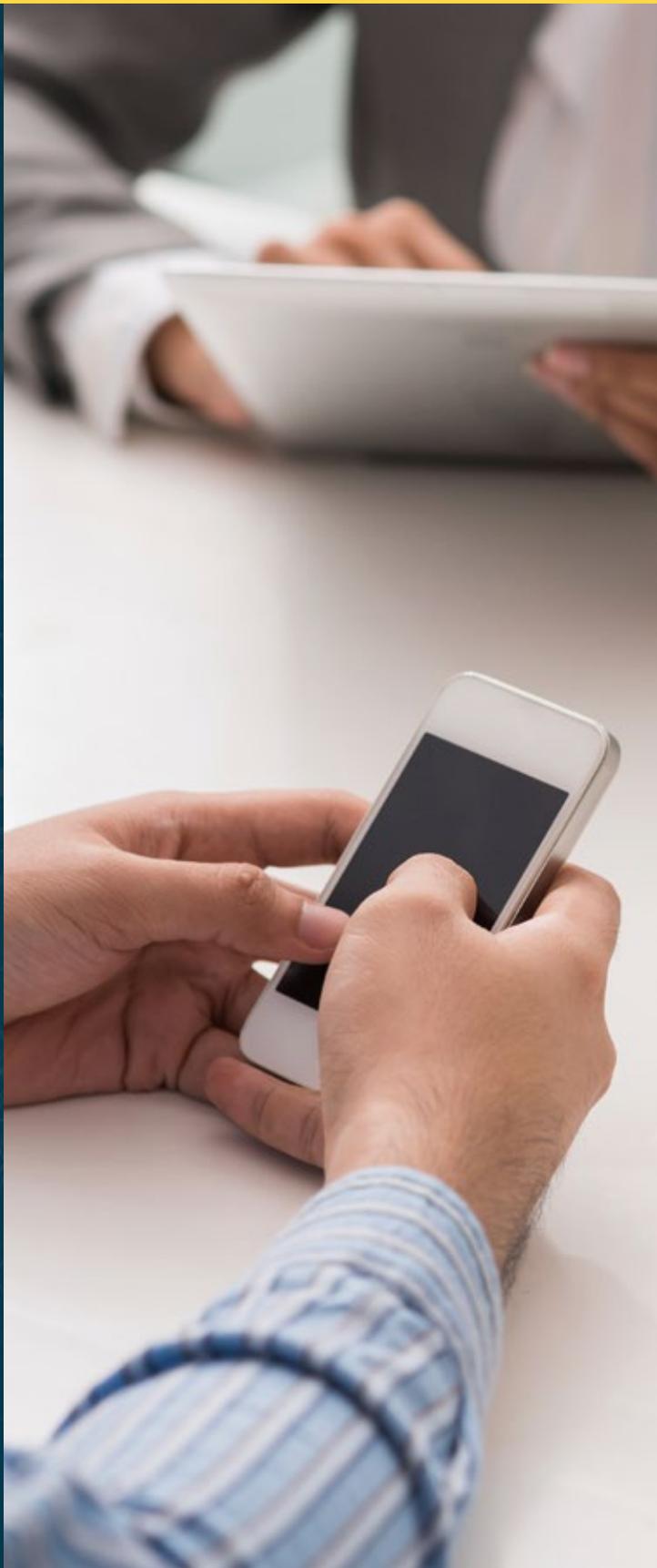
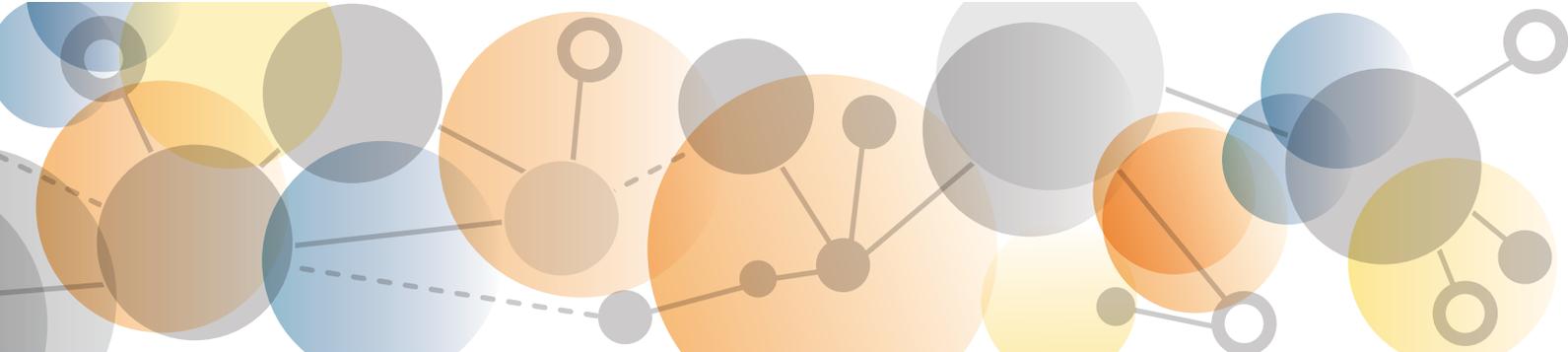
Saved \$1M+ by migrating to **private cloud-based UCC** at 300+ locations



A single, comprehensive wireless network is significant for today's quality of care and the future of the enterprise. The partnership between Cook Children's and Black Box has allowed the hospital to control and support all wireless needs across all parts of the campus with room to grow. This comprehensive and scalable solution meets the needs of doctors, nurses, and staff."

Michael Zachary,

Director of IT Enterprise Architecture
for Cook Children's Healthcare System
Fort Worth, TX



Wired Infrastructure and Wireless Networking

There is a 66 percent compound annual growth rate in the amount of data being consumed by users, and demand—especially wireless—is growing exponentially. Armed with this information, effective IT departments are rethinking their approach to networking—leveraging traditional structured cabling, and enabling Wi-Fi and Distributed Antenna System (DAS) capabilities to create an all-inclusive network solution that supports cellular, Wi-Fi, public safety, two-way, and paging. But a successful implementation requires more. Extensive design and implementation knowledge and expertise ensure a high-performance network.

Black Box delivers:

- A holistic architecture that provides ubiquitous connectivity
- The “3 Cs”: universal coverage, appropriate capacity, and an understanding of user and device criticality
- Flawless delivery that leverages and balances IT networking as well as RF requirements



Unified Communications and Collaboration (UCC)

Unified Communications and Collaboration improves enterprise efficiency, performance, and agility by simplifying interaction through integrated technology. The right UCC solution offers new ways for employees to collaborate—accessing data anywhere, expediting decision making, and driving positive ROI. Companies who have embraced applications like mobility, chat, voice, audio and video experience a 49-percent increase in productivity compared to their less forward-thinking counterparts. These successful companies combine a strategic UCC mix with a calculated deployment that integrates an ROI-driven methodology designed to measure effectiveness and deliver positive outcomes. The key is to incorporate a thoughtful business approach that supports the right applications and technologies—empowering users to drive enterprise objectives regardless of location or devices used.



Black Box has saved me countless man-hours and travel for each warehouse startup. Their ability to adjust and adapt to our needs has proven to be an invaluable asset."

Scott M. Smith,
Senior Network Engineer,
Whirlpool Corporation

There are multiple ways to capitalize on the benefits of UCC:

- Transforming to new solutions for increased operational efficiency
- Integrating applications for higher productivity or
- Migrating from legacy technologies for cost savings

However, for a UCC strategy to be effective you must ensure:

- the technology is vendor-neutral—chosen objectively based on utility and application
- the technology is adopted and uniformly implemented throughout the entire organization
- appropriate training is provided



IT Services

Seventy-four percent of enterprises anticipate increases in both IT demand and complexity; many are turning to outside IT services as a cost-effective way to supplement existing resources, and to shift IT focus from daily, time-consuming tasks to more strategic involvement in overall enterprise objectives. IT services are scalable and can be leveraged in varying degrees to:

- Minimize the cost of legacy IT infrastructure from multiple vendors
- Promote the adoption of new, sophisticated technology, and maintain business continuity
- Allocate limited resources to maximize overall impact on the organization

Moving to strategic IT requires partners and resources that meet your specific goals that can assist you with scalable deployments, network upgrades, integrations, and assessments. IT Services vary and can range from:

- occasional support with staff management,
- assistance optimizing technology adoption through vendor consolidation, migration, and staff augmentation, or
- help developing and implementing new business models.

IT services can range from minimal, tactical professional services, to SLA-driven Managed Services, to a complete IT-as-a-Service menu of solutions that address CAPEX versus OPEX models. By integrating outside services into the IT solutions mix, companies can leverage external expertise to manage, maintain, and supplement existing resources.



The Black Box team is an integral part of the day-to-day operations at MIA. They understand what we need to run smoothly and our two teams work seamlessly as one."

Maurice Jenkins,
Director, Information Systems and
Telecommunications Division,
Miami-Dade Aviation Department

Black Box Offers the Right Solutions for All IT Needs

Black Box can help you get the most out of your technology investment. We partner with our customers to identify the right solutions for strategic IT needs that add value to your business. Our diverse portfolios of Wired/Wireless, UCC, and IT Service solutions, and our depth of expertise, deliver positive business outcomes for current and evolving IT business scenarios.

Black Box takes a vendor-independent approach to deliver the right solution, on the right network. Our long-term, established relationships with best-in-class IT technology allow us to offer objective, vendor-neutral solutions designed to meet a broad range of IT requirements. This customer-centric approach means that your IT department can:

- support increased revenue per dollar of IT cost
- reduce OPEX/CAPEX expenditures
- comply with regulatory mandates
- mitigate risk, and
- improve technology-user satisfaction

With more than 4,000 team members and 200 offices in 150 countries, we offer global capabilities with local expertise, and are committed to driving business success through IT excellence. Our passion to IT communications is unsurpassed, and we will work with you to find the ideal solution for today's challenge while helping you anticipate tomorrow's needs.

Strategic Alliances for Objective IT Solutions

In addition to our in-house expertise, Black Box has a long history of partnerships with best-in-class technology providers. This allows us to offer our customers the best, and most objective, solution to meet their specific IT needs.



Our Partners



About Black Box

Black Box is a leading technology solutions provider dedicated to helping customers build, manage, optimize, and secure their IT infrastructure. Black Box delivers high value products and services through its global presence and over 4,000 team members. To learn more, visit the Black Box Web site at www.blackbox.com.

www.blackbox.com | 1-855-324-9909 | contact@blackbox.com

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