

Unleash the Full Potential of Cisco

To realize the full value of Cisco's industry-leading platforms, your organization needs comprehensive, end-to-end services. Our Cisco ecosystem expertise — spanning strategy, design, deployment, management, and continuous optimization — helps you enhance performance, reduce operational risk, and achieve measurable business outcomes.

Our Cisco Portfolio of Services

1. Networking: High-Performance, Connected Enterprises

Compucom extends the power of Cisco's industry-leading networking portfolio — including Catalyst, Meraki, SD-WAN, Wi-Fi 6E/7, and private 5G — with enterprise-scale services that modernize and optimize network environments.



KEY SERVICES

- **Technology Sourcing & Configuration:** Procurement, staging, and configuration of Cisco Catalyst, Meraki, Nexus, and wireless solutions.
- **Deployment & Integration:** Site-ready installations, network migrations, large-scale refresh initiatives, and multi-site rollouts.
- **Network Modernization:** Cloud-managed network transitions, SD-WAN adoption, and connectivity solutions that support hybrid work environments.
- **Managed Network Services:** 24/7 monitoring, incident resolution, performance optimization, and lifecycle planning.
- **Field Services & Onsite Support:** Nationwide technician coverage across the United States and Canada for installation, support, and remediation.

2. Security: Unified, Intelligent Protection

Cisco's integrated security portfolio — including XDR, Secure Firewall, Duo, Umbrella, Secure Access, and Talos threat intelligence — creates a unified defense layer. We enhance these technologies with advanced security services that strengthen enterprise protection and resilience.

KEY SERVICES

- **Managed Security Services:** Managed XDR for advanced threat detection, investigation, and response.
- **Security Operations Center (SOC):** 24/7 monitoring and incident management powered by Splunk SIEM and SOAR platforms.
- **Identity & Access Management:** Duo MFA deployment, identity governance, and secure access policy management.
- **Zero Trust Architecture and micro segmentation:** Deployment of Umbrella, SASE, SSE, ISE, Secure workload and secure remote access frameworks.
- **Firewall Modernization:** Configuration, migration, and lifecycle support for Cisco Secure Firewall platforms.
- **Vulnerability & Compliance Services:** Risk assessments, security hardening, policy development, and governance support.



3. Collaboration: Modern Work Experiences

Cisco collaboration solutions — including Webex platforms, meeting devices, and collaboration endpoints — enable seamless communication across distributed teams. We ensure these environments are easy to deploy, adopt, and manage at scale.



KEY SERVICES

- **Collaboration Lifecycle Services:** End-to-end lifecycle support for Webex devices, room kits, and collaboration headsets — from procurement through retirement.
- **Unified Communications Deployment:** Implementation and support for Webex Calling, Webex Contact Center, and enterprise workflow integrations.
- **Hybrid Workplace Enablement:** Design and deployment of modern conference rooms, smart meeting environments, and collaboration infrastructure.
- **24/7 End-User Support:** Omnichannel service desk assistance for collaboration tools, devices, and meeting platforms.

4. Observability & Cloud/Data Center: Performance Through Insight

Cisco's observability and data center technologies — including AppDynamics, ThousandEyes, Full-Stack Observability, UCS, Nexus, and Silicon One — enable organizations to monitor, optimize, and scale mission-critical systems. We integrate and manage these technologies to deliver proactive visibility and infrastructure resilience.



KEY SERVICES

- **Data Center Modernization & Migration:** Cisco UCS deployments, Nexus switching integration, workload migration, and hybrid cloud enablement.
- **Application & Network Observability:** Implementation and optimization of AppDynamics, ThousandEyes, and Full-Stack Observability platforms.
- **AI-Ready Infrastructure Services:** Deployment and support for GPU compute fabrics, scalable storage, and next-generation network architectures.
- **Performance Optimization & Proactive Monitoring:** End-to-end visibility, anomaly detection, and service experience analytics.
- **Managed Infrastructure Services:** Ongoing operational management of compute, networking, and observability platforms.

5. Managed Infrastructure Services with Full Lifecycle Observability (FLO)

Compucom's Full Lifecycle Observability framework delivers operational transparency and lifecycle intelligence across Cisco environments.

CAPABILITIES INCLUDE

- Integration with Cisco platforms such as Meraki, Catalyst, ACI, Umbrella, and ThousandEyes
- Visibility into SmartNet status, alerts, and lifecycle milestones
- Proactive planning for End-of-Life (EoL) and End-of-Support (EoS) assets
- Data-driven lifecycle management and infrastructure planning



The Compucom Advantage

With more than 25 years of partnership with Cisco, we deliver comprehensive lifecycle services that help organizations fully leverage Cisco technology investments.

One Partner. Complete Confidence.

- Strategic Cisco partner with highly certified technical experts
- Consulting, architecture, deployment, and lifecycle management across the entire Cisco portfolio
- Integrated U.S. and Canadian field services and logistics capabilities
- Cisco Enterprise Agreement advisory and operational management
- Managed services enhanced with advanced AIOps automation integrated with Cisco platforms
- Over **325,000 sq. ft. of ISO-certified Advanced Configuration Centers** across the United States and Canada for secure, high-volume configuration, staging, and lifecycle services

Together, Compucom and Cisco empower your organization with resilient networks, advanced security, modern collaboration, and optimized infrastructure — delivered through a unified, scalable, and data-driven service model.



Drive business outcomes with Cisco and Compucom.
Learn more at compucom.com/cisco

