



Experience World-Class Collaboration in Any Meeting Space

Introducing Dell C Series Monitors. From the world's #1 monitor company* comes this exciting new series specifically designed for business collaboration. These impressive monitors are purpose-built for smarter, faster teamwork, whether you're working from home or at the office.

The Dell C Series includes:

- Large format presentation monitors (55", 75", 86")
- World's first video conferencing monitors certified for Microsoft Teams[†] (24", 27", 34")
- Portable, laptop companion monitors (14")
- Complete conference room solutions

There's a Dell collaboration solution for businesses, budgets, and spaces of all sizes.



Dell 24" Video Conferencing Monitor C2422HE

For more information about Dell Video Conferencing Monitors, contact your Zones Account Representative. To learn about the Dell family of products, visit the Dell Showcase.





For more information about Dell Technologies, visit uk.zones.com/dell © 2021 Dell Inc.

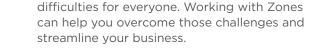
* Dell monitors are #1 Worldwide for 8 consecutive years (2013, Q2 to 2021, Q1). Source: IDC Worldwide Quarterly PC Monitor Tracker, Q1, 2021.
† Based on Dell analysis of publicly available information of competitive desktop monitors, October 2020.







The world is rapidly changing - and your business needs to adapt accordingly. As more and more workers settle into remote and hybrid ways of doing business, IT leaders need to find strategies for managing their employees and giving them the technology tools they need to be successful. This issue of Solutions by Zones will explore how you can make that happen.



6 In 2022, It's Time to Transform

The pandemic has brought supply chain

the Supply Chain

10 Usher In Cost-Effective Data Management With Hybrid Cloud

As your business grows, it becomes more and more difficult to manage all of your employees' data. A hybrid cloud solution might just be the most efficient way to go.

14 Embrace Modern IT Deployment With Windows Autopilot

In the "classic IT" era, employees simply had one business-owned device, and that was that. Times are changing now. Windows Autopilot will help you deploy new devices efficiently.

22 Make a Real Investment in Telehealth Solutions

Delivering patient care is more challenging now than it's ever been - but thanks to telehealth, there's a big opportunity to ease that burden.

First Choice for IT.™

There are a lot of choices when it comes to IT service providers. But when it comes to IT solutions providers with complete end-to-end service offerings, there's really only one. Call your Zones Account Manager to learn more.

New to Zones and don't have a dedicated Account Manager? Contact us at **020 7608 7676.** Our IT experts are available and ready to work with you.





According to the most recent Gartner research, COVID-19 has turned out to be a wake-up call for many businesses where the supply chain is concerned. The pandemic has acted as a catalyst for businesses to accelerate their digital transformation – in many cases, they already knew this was a priority, but COVID shined a bright spotlight on their many weaknesses, highlighting the importance of moving as quickly as possible. Now, it's clear: Your future success hinges on your ability to digitize processes and build a resilient supply chain.

At Zones, we're proud to say we help clients all over the world to make this happen. Zones Global Supply Chain as a Service (SCaaS) is a unique offering that enables Zones clients to outsource every aspect of their IT supply chain, helping them execute difficult requirements and cut costs. Global SCaaS includes a range of services including Inventory Management, Warehousing and Distribution, Transportation Management, Financial Services, Pre- and Post-Sales Support, and more.

There are a lot of companies out there that can offer supply chain help, but no one can do it quite like Zones. At Zones, we have all the tools and processes in place to help you manage as much of your supply chain as you desire.

Because of our strong global relationships with OEMs, distributors, and service providers, as well as our industry knowledge and experience, we are confident we can address any and all of your supply chain concerns. Regardless of your organization's size or scope, Zones is ready.

Is this something your business is considering? Outsourcing the supply chain may well be the right move if you:

- ...need help executing on complex requirements. We'll help you act with intelligence, efficiency, and flexibility.
- ...need to improve inventory
 management and/or project
 management. Our approach will give
 you clear visibility into both.
- ...are looking to build a truly global supply chain infrastructure. We will help you standardize the IT procurement process across multiple geographic areas, extending your reach globally with maximum efficiency.

If you're looking for a new lease on supply chain life, Zones is here for you. We are ready and willing to develop a Global SCaaS solution that meets the needs of your organization. Whether your needs are large or small, we can help you with your IT challenges. Connect with a Zones Account Manager today to learn more about our award-winning end-to-end solution.





MAKING DATA MANAGEMENT SMARTER AND MORE COST-EFFECTIVE WITH



During this time of rapid evolution in business,

many IT leaders are hard at work, evaluating new and innovative ways of managing corporate data. Reasonable people can disagree on the best way to adapt to this "new normal" of remote and hybrid work - some have gone all-in on the idea of public cloud technology, while there are others who prefer the unique business model and commercial flexibility of on-premises data management.

BUT HERE'S THE THING:

You don't have to choose one or the other. By opting for a hybrid cloud environment, you can enjoy the best of both worlds.

According to Gartner research, a number of organisations are now making the transition to public cloud as we speak. And as they do so, they should keep a few high-level principles in mind, including:

· A "cloud-first" mentality. They should consider the cloud as the first option for any new technology or business initiative.

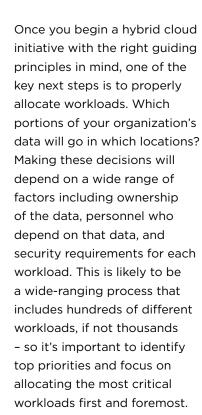
• "Buy before build."

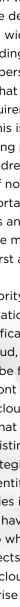
This means they should look for package deals that fit their needs rather than attempting to build an entirely new cloud solution from scratch.

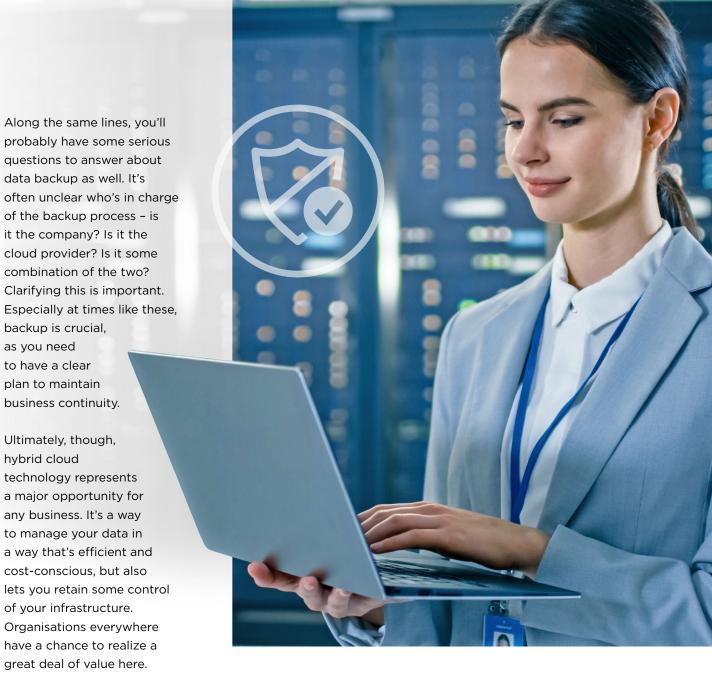
Consider multi-cloud infrastructures.

Is it best to do everything through one cloud provider, or to work with multiple providers for driving multiple business outcomes? This is another key question.

> The next priority is security. If your organization is going to make a significant investment in hybrid cloud, then security will need to be featured in this effort front and center. You need a cloud security framework that aligns well with your existing data security strategies. It will be crucial to identify roles and responsibilities in this process. You need to have clear visibility into who's in charge of what aspects of securing your hybrid cloud. This way, if any issues arise in the future, you'll know who's accountable and can act accordingly.









backup is crucial,

as you need

to have a clear

plan to maintain

business continuity.

Ultimately, though,

hybrid cloud

ZONES CAN HELP.

We offer a wide range of hybrid cloud solutions that are designed to meet the needs of any business, large or small - and in Zones Cloud, we have a great platform for procuring everything you need quickly and easily.

To learn more, all you have to do is reach out. **Connect with a Zones Account Manager today.**





he business world as we know it today is at a crossroads, as companies everywhere are navigating the journey from "classic IT" to "modern IT." In the classic IT era, employees simply had one device; it was business-owned, and it used legacy apps and operated on a corporate network.

Times are changing. Modern IT is a whole new ballgame. Employees today often use multiple devices – desktops, laptops, tablets, smartphones, e-readers, and more. The organization's job is to get people up and running quickly and efficiently.

Everything starts with deployment.

How can you accelerate that process?

Because traditionally, deploying new devices has been a painstaking process. The IT department would have to manually gather a whole host of information, then build a custom image for each new device they deployed. In an ideal world, modern deployment would look different. The process wouldn't be labor-intensive at all.

Users would simply unbox a new Windows PC, right from off the shelf, and turn it on. IT leaders

need to ask themselves: How can they make this vision a reality?

At Zones, our approach begins with Windows Autopilot.



With Autopilot, you get a process that's fully cloud driven. You don't have to worry about painstaking manual processes to set up images – instead, you simply pre-register devices in the cloud by using the Windows Autopilot Deployment Program, and your devices come completely configured, with no IT intervention required. This is a straightforward process that should dramatically reduce the burden on your IT team.

Being able to deploy devices quickly should yield tangible value for your business. For one thing, there's employee productivity – because people's devices will be so easy to deploy and manage, they'll be able to save time and get stuff done faster. And for those on the IT management side, Autopilot will deliver benefits as well. Getting rid of custom images is a great way to drive down



TCO, and having access to centralized cloud-based device management resources will help everyone save time and get work done more efficiently.

The Zones team is working every day to make this zero-touch deployment model work for our clients. We understand fully that now's an especially key time to invest in easy, fast device deployment. Right now, millions of employees are making the shift to a largely remote way of doing business, and that means they're going to need help getting more devices up and running. And that's what we're here for. When you work with Windows Autopilot and Zones, you'll be able to deploy Windows 10 devices for your employees within minutes, and there won't be any need for IT intervention at all.

This will help your organization shift to a remotefirst environment quickly and easily. All your users have to do is unbox their devices and turn them on, and Autopilot will move them smoothly through the configuration process – all via the cloud, and all in just a few steps. As you move toward a modern IT infrastructure, you'll appreciate the ease of hassle-free provisioning. You can deliver a great user experience, with personalization and a simple setup, and you can move your users at whatever pace is comfortable for you.

If you're ready to get up and running with Windows Autopilot, Zones can offer a number of services to help get you started. This begins with our Windows 10 Assessment – we'll work with you to size up your environment and gain an understanding of how Windows 10 addresses application compatibility, organizational readiness, and endpoint management. After that, we offer services around Windows Autopilot and Intune

Setup – and then beyond that, Zones will provide continual customer care to make sure your devices are still running smoothly.

Our whole team at Zones understands that life is hard these days. Just about everyone is adjusting to a new, remote way of doing business every day, and there are numerous logistical hassles involved with simply completing a day's work.

Our view is simple: We don't want your IT to be any more difficult than it needs to be.

That's why we're committed to helping your business simplify device deployment. We have best-in-class integration centres scattered all over the United States that will help you drop-ship equipment straight to your end users. We also work directly with device manufacturers to ensure that all the information you need to enroll your new devices is secure.

We are ready to accelerate your business's move to modern device management. To get started with Windows Autopilot and Zones, all you need to do is get in touch.



MAKE THE MOVE TO MODERN MANAGEABILITY

Protect enterprise devices, simplify IT management, and take control of your technology.

More employees than ever are working from places other than the office. For IT professionals, that makes the challenge of managing and securing an increasingly large and diverse array of devices even greater.

It's time to make the move to modern manageability.

It's time for Intel® Active Management Technology and Intel® Endpoint Management.

Part of the Intel vPro® platform, this powerful management solution will empower your IT team with business-enabled tools to monitor, restore, upgrade, and help protect devices both inside and outside the corporate firewall.

To learn more, download the Intel product brief, Remote Manageability for the Modern Workforce.



For more information about Intel, visit uk.zones.com/intel

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Enterprise Wireless Networking

Prioritise Your Business-Critical iOS Apps and Data for the Fast Lane

ireless technology makes collaborating offices possible. But all those laptop computers, tablets and phones roaming across the same wireless network can cause problems - for end users and IT administrators alike.

During peak hours, the overload leads to network disruptions, slow service, dropped calls, and other performance drains. Real-time applications like video and voice are particularly vulnerable.

When the iOS apps and data that employees need the most are stifled by wireless networking troubles, frustrations rise and productivity suffers. And that means the business suffers.

Cisco and Apple join forces to deliver new networking capabilities - and a superior wireless solution.

While employees need a reliable enterprise wireless network, IT must meet growing network demands, caused by the influx

of mobile devices, mobile apps, and laptops. Apple and Cisco have joined forces to provide three key network enhancements:

- > Fast Lane: IT administrators can now tag and prioritize business-critical apps and real-time data, from the client to the access point.
- > Wi-Fi optimization for iOS: iPhone and iPad users can be more productive as they move within buildings or across the grounds.
- > Wi-Fi analytics for iOS: Impactful insights help IT deliver optimal performance and resolve issues faster.

To learn more about the benefits of this new wireless solution, download the white paper.

For more information about Cisco, visit uk.zones.com/cisco © 2022 Cisco*

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Organizational leaders everywhere

are discovering that investing in modern technology is absolutely crucial. If your people don't have the latest and best technology, their everyday work processes are sure to be slow and inefficient, and it's only a matter of time before they become disengaged.

Perhaps nowhere is this more

true than in healthcare. The process of delivering patient care has always been fraught with inefficiencies for both doctors and their patients. The typical visit to a medical facility includes long times spent in waiting rooms, difficulties tracking down the right medical specialists at the right times, and of course, high costs.

Of course, the COVID-19 pandemic has only made these issues worse. As cases have remained high across the country, many medical facilities have found themselves overworked, understaffed, and stretched to their limits. They haven't had the time or the resources to treat their patients in a

timely, cost-effective fashion. And it's not feasible simply to wait until the virus goes away instead, the healthcare sector needs to be proactive and start investing resources into modernizing IT now.

One tangible step organisations can take now is to adopt telemedicine.

Telemedicine has been steadily growing in stature as medical providers seek innovative ways of caring for patients efficiently. Having people wait around in clinic hallways and annex rooms is annoying and time-consuming – but if you allow physicians to see their patients remotely, you have a much smoother process that makes everyone

happy. Physicians can get a better handle on their workloads, and patients have an easier time getting medical attention quickly.

This approach has been steadily growing in popularity of late. A recent Forbes report pointed out that only 25% of people had used telemedicine before the COVID-19 pandemic began, but today, 59% say they're more likely to use telemedicine than they were previously. Additionally, 33% say they would leave their physician if they didn't offer telemedicine access and a competitor did. These figures go to show that patients have become keenly aware of the need for greater efficiency in healthcare.

And this isn't just a passing fad, either. Forrester predicted that the way we've handled this current pandemic will "forever change the way consumers seek and receive healthcare."

This current crisis should lead physicians and patients alike to dramatically shift their focus





toward virtual care. And as they do, they'll unlock countless benefits: Enrollment will be easier. Managing doctors' and nurses schedules will be, too. Healthcare costs will decrease, and billing will be simpler and cleaner than ever.

At Zones, we're proud to say that we deliver IT solutions that can assist in this effort. If your healthcare organization is looking to develop virtual care offerings, we can help with that. And we aren't just interested in installing quick fixes. Instead, we can optimize your IT infrastructure for real, offering configuration services and managed services that will make your operations efficient and secure over the long haul.



Zones finds its streamlined signature-capture solution.

Zones began as a promising technology catalog company in 1986. The company quickly grew to employ 200+ people in the U.S. More than 30 years later, Zones is now a global provider of comprehensive IT solutions reaching 80+ countries and employing 2,000+ people worldwide.

Like any growing company, Zones has adopted new technology and processes that enable them to work more efficiently. Some "legacy processes" were slower to change than others, however.

One example: capturing legallybinding signatures for new partner program agreements, invoices, marketing campaigns, and other documents requiring approval. The legacy process was too cumbersome and time consuming, especially because most of the signatures Zones requires come from outside of the organization.

And the COVID-19 pandemic only made the process more difficult as people shifted to working remotely. Zones needed a faster, simpler solution that would outlive the pandemic and grow with the organization.

The Challenge.

53% of Zones' business involves

multi-level contracts requiring

multiple levels of signatures

Associate Category Manager Glen Rux describes the challenge this way:

"We work directly with our partners and customers to facilitate deals and often need to route contract agreements back and forth for signatures. In the past, that was all done with

scanning or faxing. The partner or customer would have to print the document, sign it by hand, scan it, and then fax or email it back to us. It could take several days to route a single document to all the people that needed to sign it."

For Zones, tracking documents in this process was tedious and time consuming. The back-andforth communications, especially for a contract agreement, could take hours away from the day.

The Solution.

The search began for a more accessible, e-signature solution. Something affordable that



3+ hours saved per contract agreement from SharePoint, Outlook or Word, for example, Adobe Sign is an integrated part of the application," explains Rux. "It only takes a couple of minutes. I just click 'send for signature' and Adobe Sign opens with the file attached. From there, I enter the email addresses for the people I want to sign the document. I can preview the file and add a signature field for each person directly in the document. Then I just click send."

Adobe Sign also enables you to designate different actions you want each recipient to take. Those actions can happen in any order or in a specific order. For example, a manager may need to approve the document, two people may need to sign it, and one person may need to receive a final copy.

In addition, Adobe Sign allows you to password-protect the document and set a completion deadline and automatic reminder notices to help ensure people sign the document in a timely manner.

"It's so much easier," says Lynds. "And I get a notification every time the document has been signed and sent to the next person in the group. Because it's automated, the whole process is easy to track and takes a fraction of the time compared to our old process."

The Results.

Today, every department at the Zones U.S. headquarters -Marketing, Human Resources, Legal, and more - is using

Because it's automated. the whole process is easy to track and takes a fraction of the time.

Adobe Sign. It eliminates the need to physically handle and sign documents as well as all the back-and-forth calls and emails that went with the old process.

The savings in time has been significant.

Adobe Sign saves Zones three to four hours per contract agreement. The new solution has freed Zones team members to be more productive and given them back their time for work that adds value to customers, partners and fellow employees.

To learn more about Adobe Sign and other Adobe document and creative solutions, reach out to a **Zones Account Manager.**



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adjustments, seller shall have a reasonable time to correct s

s are necessary. Buyer shall then have an opportunity to make a final

shall pay all expenses of packaging and preparations for shipment and

Seller Signature

Name/Address

any department could use

to simplify the process. At

company headquarters, the

Zones marketing department

was a prime candidate to find

and test a new solution. They

"We were already using Adobe

software for other parts of our

jobs, so when we learned about

Adobe Sign, we took a closer

look," explains Jennifer Lynds,

Partner Marketing Manager at

Zones. "The fact that it works

right within Microsoft Word,

Outlook, PowerPoint, Teams,

and SharePoint made Adobe

electronic signature workflows.

Instead of having to chase down

signatures and approvals from

multiple people, Adobe Sign

automates the entire process.

"Whether I want to send a file

Sign easy to try first."

Adobe Sign automates

didn't have to look far.

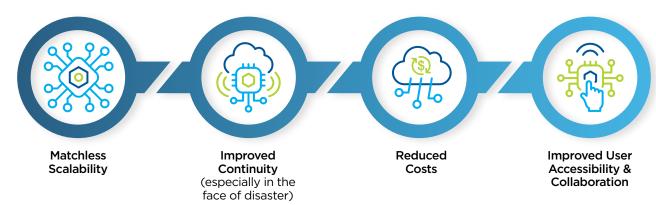


GO BEYOND CSP WITH ZONES

Everyone's looking for a cloud provider - any cloud provider. But at Zones, we're more than just "any" cloud provider.



The business world has seen a substantial amount of migration to the cloud in just the last 10 years. A cloud migration carries enormous benefits for organisations of any size, including:



But data migration to the cloud is a big task, even for a large company, and many organisations are reaching out to a Cloud Solution Provider (CSP) to aid them on their cloud journey. But it's not easy to find the right CSP for you – there are so many out there. Which will give you the end-to-end solutions and support you need to get the most out of the cloud?

As they seek a cloud partner, business leaders today are typically seeking to address a few key challenges:

- > A lack of control or governance.
- Complexity caused by juggling multiple cloud tools and platforms.
- > Inability to forecast future IT needs.

We at Zones seek to go beyond the typical CSP offering to give our clients something new and beneficial for any organization, regardless of size. That's why we developed CSP+ - a unique, end-to-end suite of services that includes a wide range of cloud offerings, all built into our Assess, Design, Implement, Manage (ADIM) framework.

Zones CSP+ guides users through the cloud journey with a well-defined roadmap that plans for any eventuality. With CSP+, ongoing insights and meaningful data are only a few clicks away, so your organization can continue to grow throughout your migration.

Other cloud solution providers simply can't match this combination of simplicity, flexibility, and cost savings.

The benefits of Zones CSP+ include:

- Greater simplicity, with automated tools for assessment and provisioning to give you 24/7 visibility into your cloud environment.
- > Proactive support available whenever you need it, with dedicated teams of cloud SMEs with knowledge of both on-prem and public cloud.
- > Platform-driven service and support.
- > Better control, with transparent management and clear cost visibility, so you're always aware of what you're paying for and why.

Plus, Zones is a Microsoft Licensing Solutions Partner and a Microsoft Gold Cloud Solution Provider. Our team members have the knowledge and experience needed to support you. Zones CSP+ is an end-to-end cloud solution. which means we're at your side every step of the way, from assessment to deployment to managed services. Zones Discovery Services for Office 365 and Zones Cloud Assessments enable a unified view of hardware and software assets across the data center and cloud environments. Our Discovery & Assessment services enable us to build a workload-specific cloud adoption journey for your environment. Zones also offers Cloud Deployment & Migration services for your Office 365 and data center environment on Azure, which includes architecture and design as well as "lift and shift" services to build exact copies of workloads, network configuration, and more.

Our job doesn't end once your migration is complete, either. Zones provides clients with health and financial governance support at regular intervals. We'll conduct configuration checks, overall infrastructure health checks, and pattern recognition for anomalies to ensure your cloud solution is working as intended. Plus, we help clients monitor their usage and spending over time and give data-driven recommendations for future changes.

Are you ready to get to work and enjoy all the benefits the cloud has to offer?

If so, we'd love to hear from you. Visit our website or get in touch with a Zones Account Manager, and we'll get your head in the cloud today.



UNLOCK THE VALUE OF YOUR DATA AT THE EDGE

Fast-track actionable insights. Digitize business processes. Transform your customer experiences.

Dell Technologies' compute, storage, networking and service solutions are designed specifically for the Edge to generate value faster.

The Edge exists wherever your business is happening, from IoT to applications to smart devices. It's where digital and physical worlds intersect. And it's where the data lives that can unlock new value, new opportunities, and new competitive advantages for your organization.

Whether you're developing...

- Retail or manufacturing solutions controlled and orchestrated by Edge technologies
- Digital cities where Edge solutions improve and automate a host of services
- > Self-maintaining manufacturing lines

...or a host of other Edge use cases, Dell Technologies can help you achieve new business outcomes enabled by insights from Edge data.

See why 69% of U.S. Fortune 100 companies use Dell Technologies for their Edge solutions.¹

Dell Technologies' Edge Solutions are designed specifically for the Edge and seamlessly integrate with your public and private clouds. They deliver consistent infrastructure, consistent operations and intrinsic security paired with experienced support around the world.



Manufacturing: Simplify and automate data collection at every stage of the production cycle. Edge can help you transform manufacturing, from self-maintaining machines to production that adjusts to changing conditions.



Retail: By combining Edge solutions with a multitude of sensing technologies and artificial intelligence you can transform the shopping experience through real-time offers, VIP perks, and much more.



Smart, Safe Cities: Edge computing enables cities to be more responsive to its citizens and improve quality of life by helping manage every facet of public infrastructure more efficiently and safely.



Healthcare: Provide better patient outcomes and control costs with connected healthcare systems that deliver immediate access to real-time patient insight and support advanced data analytics and Al.



Utilities: Manage increasingly complex grids with Edge technology. Performing analytics at the source of data collection enables real-time demand forecasting, reliable and affordable service delivery, and enhanced security.



Transportation: From road and rail to shipping, aviation and mass transit systems, intelligence at the Edge combined with computer vision and 5G are driving transportation's connected future.



Telecom: Be part of a new era of hyper-connected devices interacting in real time. Accelerate innovation and revenue growth with new services. Improve customer experience, increase agility, and cut costs.



Safety and Security: Deliver essential safety and security infrastructure solutions from the Edge to the core to the cloud, aligned with our robust partner ecosystem.

Dell EMC VxRail Hyperconverged Infrastructure (HCI)

Modernise your IT operations and get full power for workloads at the Edge.

- > Built for VMware, with VMware, to enhance VMware.
- Delivers a turnkey experience that enables continuous innovation.
- Integrates compute, storage and networking into a single appliance coupled with scalable data management and consolidation capabilities.
- Eliminates the need for a traditional storage area network (SAN) or network-attached storage (NAS).

Gain greater control of your workloads by deploying modern HCI across your on-premises data centres, Edge, and co-locations.

Reach out to your Account Manager or visit uk.zones.com/dell to get started today.





1. Dell Technologies analysis of U.S. Fortune 500, Sept. 2020.



Zones makes them easy to get.

We offer money-saving bundles plus streamlined order management with myZones.

Microsoft Windows Autopilot makes them easy to deploy.

With Windows Autopilot, your IT team will be able to quickly set up and pre-configure your new ThinkPad devices, so they'll be ready for productive use. In fact, Windows Autopilot simplifies the Windows device lifecycle - for both IT and end users - from initial deployment to end of life.

To learn more about Zones' discounted ThinkPad business bundles, special financing, and the benefits of Windows Autopilot, visit the uk.zones.com website.





For more information about Lenovo, visit uk.zones.com/lenovo

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The way we conduct business has changed, and it may never be the same again. That's why we offer an end-to-end Remote Worker Solution that's simple, flexible, and secure. No matter your situation, our experts will provide you with the perfect fit.

To learn more about the benefits of Zones' Remote Worker Solution, reach out to your Account Manager today.

Workplace Modernization by Zones
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ZONES
First Choice for IT

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