CONTINUITY SALES GUIDE

In the face of unpredictable events, D&H can help businesses stay connected.

The nation's unique state of affairs emphasizes the importance of preparedness in times of operational disruptions. Implementing Business and Education Continuity practices has quickly become a necessity as more professions and institutions adopt remote access policies. Our goal is to keep our customers' and their clients' businesses connected to critical processes, applications, data, work centers, and networks. D&H is committed to help support and exceed your business goals as you continue to work tirelessly in providing the nation's schools, medical facilities, and small businesses with the crucial technology necessary to forge ahead.

Look for these Icons

Business Continuity Solutions

Eucation Continuity Solutions

TECHNOLOGY SOLUTIONS FOR
BUSINESS CONTINUITY

While telecommuting and remote workforces are nothing new to the corporate landscape, organizations have certainly experienced a run-not-walk implementation strategy due to the rapid shift in business environments brought on by COVID-19.

Ensure a new mobile workforce is productive and secure as possible, here is how to prepare:

Define essential jobs and tasks. These essentials may include personnel, data, equipment, financial allocations, and infrastructure protection. Determine which functions and resources, if interrupted or lost, could impact your ability to provide goods and services or meet regulatory requirements.

Establish a communications plan and policies. Collect a comprehensive contact database and identify key departments and people who will be responsible as primary channels of communication. The team should know their responsibilities and understand which decisions are theirs to make.

Audit IT hardware, software and test systems. Consider what applications and systems are vital for employee productivity on a regular basis. Do they possess the appropriate equipment in their home office? Do they have the right broadband connections? Is their access to endpoints and databases secure?

TECHNOLOGY SOLUTIONS FOR
EDUCATION CONTINUITY

While virtual classrooms and remote learning practices have been ramping for some time, educational institutions have certainly experienced a run-not-walk implementation strategy due to the rapid shift in learning environments brought on by COVID-19.

Ensure a new virtual learning environment is productive and secure as possible, here is how to prepare:

Define technology needs. Not all students may have access to devices, Internet, phone lines, TV or radio at the same time, or at all. While teachers may require training on new technologies to ensure true continuity and accessibility. A district-wide survey would be recommended.

State policies for online learning. Implementing synchronous or asynchronous teaching styles will impact the solutions you offer. Schools and districts should be sure to consult their respective state policies to ensure their plans are aligned.

Be available to your schools. They will need to rely on you as a true partner. As their IT service provider, pull on your experience in deploying remote workforces to assist them in this transition. Their administration is dealing with not just the teachers and students concerns, but also those of all the families the district impacts.

Data Access & Security

Endpoint Protection – Remote devices accessing the network can be a critical security breach as users are not traditionally behind enterprise-grade firewalls.

Customer Inquiry: Are all your endpoint devices secure and fully protected from malware threats?

Security spend will increase from current projected **growth rate of 8% to 11%** in 2020 – *TechAisle*

CISCO

Protect users and devices with Cisco Umbrella and Cisco AMP for Endpoints

AMP for Endpoints is a cloud-managed security solution that prevents cyberattacks and rapidly detects, contains, and remediates malicious files on the endpoints. Umbrella provides the first line of defense against threats and proactively blocks malicious requests before a connection is established.

Contact CiscoSpecialist@dandh.com for coverage today

eset   **SONICWALL**™   **SOPHOS**   **WEBROOT**® Smarter Cybersecurity®

VPN Client – Remote employees must have access to the organization's private network to access internal resources as if they were on-site. *Test database-driven applications to confirm the need for remote desktop.

Customer Inquiry: Have you stress-tested your infrastructure to ensure support for the max amount of concurrent remote connections?

From February 23 to March 16 there was an upward trend of attempted attacks with peaks at **145 threats per 1,000 endpoints,** compared to 30 or 37 at the start of that period – *Raconteur*

TIP: Stress-testing your client's infrastructure places the system under an intense workload to simulate a worst-case scenario; if a component crashes, hangs, or otherwise fails a dedicated stress test, there's a good chance that it won't be reliable under a heavy everyday load.

CISCO

Secure VPN access for remote workers with Cisco AnyConnect Secure Mobility Client

A unified security endpoint agent that delivers multiple security services to protect the enterprise, with the visibility and the control to identify who and which devices are accessing the extended enterprise. A wide range of security services include remote access, posture enforcement, web security features, and roaming protection.

Contact CiscoSpecialist@dandh.com for secure connection today

aruba a Hewlett Packard Enterprise company   **SONICWALL**™   **SOPHOS**   **ZYXEL**

Data Access & Security

Remote Device Management – IT departments must have the ability to remotely manage connected devices including: servers, desktops, laptops, mobile phones and tablets.

Customer Inquiry: Is your IT team equipped to effectively manage all remote devices?

IT professionals who educate themselves to enable distributed or **remote work strategies will be in great demand**, not just today but in times to come
– Spiceworks

intel

Intel vPro® Platform: Built for Business as Usual (in Unusual Times)

Intel vPro® platform manageability tools empower remote monitoring, restore, upgrade, and helps secure devices both inside and outside the corporate firewall, even w hen the device is powered off, out of band, or when there's no user on the other end, enabling smoother fleet management and business continuity.

CISCO Meraki

Cloud-based Mobile Device Management

Centrally provision, monitor, and secure all endpoint devices within an organization, while keeping the network aware of constantly changing devices.

NETGEAR®

Insight Pro Remote Network Management

Powerful capabilities to serve multiple clients and locations, all easily managed from one central dashboard. Increase customer satisfaction, retention, and speed of service with zero site visits.

chrome   Microsoft

Hotspots – Continue to drive remote productivity even when wired/wireless internet connection is volatile, or otherwise not available.

Customer Inquiry: Are users equipped to continue to work should internet connectivity be lost?

78% of the US population accessing the internet live in rural communities, where internet connectivity is typically less reliable
– Daily Wireless

internet essentials
FROM COMCAST

Internet Essentials has increased speeds to 25/3 Mbps for all customers - no action is required. In addition, new customers will receive two months of free service.
Click here for more details. www.internetessentials.com

CISCO Meraki

Cloud Managed MG21/21E Cellular Gateway

Simplifies the path to wireless WAN connectivity and makes cellular a viable uplink option for many networks. Manageability from the Cisco Meraki dashboard.

NETGEAR®

AirCard 797 Mobile Hotspot

Password protected Wi-Fi, access control, guest network, and other security measures such as a firewall and port filtering, with connection support for up to 15 devices simultaneously.

Data Access & Security

Wireless Adapters – Convert devices that could not wirelessly connect to the Internet/network into a fully WiFi-capable device.

Customer Inquiry: How many USB ports does the device have and is there an integrated wireless card?

NETGEAR®

Nighthawk® AC1900 WiFi USB Adapter

Connect to a USB 3.0 port for fast and efficient data transfer, online lag-free gaming and HD streaming, in the home or on the go.

tp-link   TRENDNET®

Ethernet Adapters – Adapters enable a direct connection to the internet/network source via Ethernet, providing the stability a remote worker needs for increased productivity.

Customer Inquiry: Do users have a stable and reliable internet connection?

Lenovo

ThinkPad USB3.0 to Ethernet Adapter

Quick and easy way to connect devices to Ethernet connections, ideal for imaging of systems or transferring large files quickly.

C2G   Hewlett Packard Enterprise   StarTech.com
A brand of legrand   Hard-to-find made easy®

The convenience of Wi-Fi or the consistency of Ethernet?

In the end, network accessibility is achievable with both.
Ethernet offers the advantages of speed, lower latency, and reliable connections,
while Wi-Fi offers the advantage of mobile connectivity

Data Access & Security

Infrastructure as a Service (IaaS) – Cloud delivery model to provide clients with an Instant computing infrastructure, provisioned and managed over the internet. Provides fast, secure access to company resources often at a cost savings and with less risk of downtime.

Customer Inquiry: Are your server applications and additional services on-premise?

Channel partners are experiencing a **25% increase in inquiries** from SMBs for help in defining and architecting a cloud solution stack with Microsoft Azure a likely beneficiary – *TechAisle*

Microsoft Azure

Windows Virtual Desktop utilizes existing technology to provide users with a simplified and affordable virtual desktop and app service capable of hosting multiple tenants at once hosted in the cloud.

D&H CLOUD SOLUTIONS

Launch, optimize, and maximize your cloud practice today, particularly as the vital "as-a-service" model escalates in current demand. Contact cloudsolutions@dandh.com; cloudtech@dandh.com, or learn more at www.dandh.com/Cloud

Communication

Collaboration – Nurture effective communication and teamwork with a variety of solutions to engage, including Web Calling, Video Conferencing, Team Collaboration, and Document Collaboration.

Customer Inquiry: Do users have the ability to interact virtually with customers, colleagues, students and teachers? Do they all have access to shared folders and data for real-time updates

Web-video conferencing solutions are likely to **increase from 38% to 89%**, a change of 184% – *TechAisle*

CISCO

Webex Work Bundle

Webex Work all-in-one subscription bundles Webex Calling, Webex Meetings, and Webex Teams in one easy-to-buy plan. Webex Work enables employees to work from anywhere and provides organizations with the flexibility to increase and reduce the number of subscribers as their needs change.

Axcient   **Dropbox Business**   **HELLOSIGN**   **Microsoft 365**   **RingCentral**

As organizations have transitioned their workforce from on-site to online, D&H is here to help you support your clients' needs particularly as vital collaboration solutions escalate in current demand. Contact Proav@dandh.com or learn more at www.dandh.com/ProAV

Communication

Unified Communications as a Service (UCaaS) – Cloud delivery model that offers a variety of communication and collaboration applications and services, such as messaging tools, video conferencing and voice communications to stay connected with their internal and external teams.

Customer Inquiry: Would your employees benefit from video or voice conversations as they work remotely?

UCaaS demand from small and midmarket firms has **increased substantially**
– TechAisle

8x8   **INTERMEDIA** The Business Cloud™   **Microsoft 365**   **RingCentral®**

Desktop Hardware

Client Devices – Laptops are the most common way for users to access corporate server, applications and software.

Customer Inquiry: Are user devices personal or employer-issued? What applications need to run? Are there certain specifications that are needed - storage, speed, graphics, camera, touchscreen?

40% year-over-year increase within the first three weeks of March, 2020
– Yahoo Finance

DELL

The World's Most Intelligent PCs

Latitude 3410 and 3510 feature Dell Optimizer, built-in artificial intelligence that learns how users work and continuously adapts to create a smarter, more-personal experience.

Lenovo.

Work From Home Tech Bundle

Recreate an office setup for maximum productivity and security with a powerful ThinkPad laptop (T495, X395, T495s) powered by AMD and a ThinkVision monitor bundle.

Microsoft   **Windows 10**

Windows 10 is fast and familiar. The Start menu and search bar make it easy to find things quickly. Organize, edit, and share your photos and videos easily. Plus, built-in security features, including firewall and internet protections, safeguard against viruses, malware, and ransomware.

D&H Recommends Windows 10 Devices

acer   **ASUS®**   ● **chrome**   **hp**   **KANO**   **msi**

DaaS DEVICE AS A SERVICE

Device as a Service (DaaS) is a complete solution for end-to-end lifecycle management that empowers employees and alleviates the burden on internal IT departments

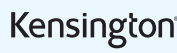**Contact Daas@dandh.com or learn more at www.dandh.com/DaaS**

Desktop Hardware

Cases – With so many devices being issued for remote use, protect the investment with a case, sleeve or all-in-one protective cover.

Customer Inquiry: Based on the devices supplied, how many and what type of protection is needed?
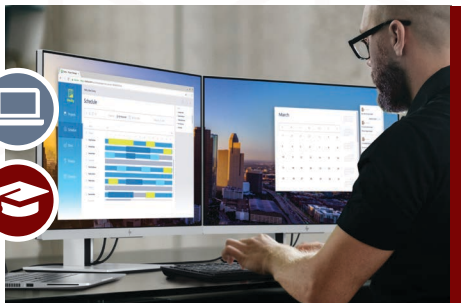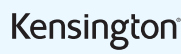
The **demand for device protection has skyrocketed** resulting from the influx of district-issued devices for a large percentage of the **56.5 million K-12 students** in the US
– *Edweek.org*

belkin | case LOGIC | HIGHER GROUND | Kensington | MAX•CASES | MOBILE EDGE | STM AUSTRALIA | Targus

Docking Stations – Increase comfort and productivity by replicating the on-site environment with the remote location.

**Customer Inquiry:** Are multiple displays being connected in the remote environment?

Availability of universal versions compatible with various endpoint models **strengthens the demand** for these devices

belkin | hp | Kensington | Lenovo | manhattan Life just got easier. | StarTech.com Hard-to-find made easy | Targus | VisionTek

Displays – Prolonged periods of usage require a dynamic visual set-up, large-screen, multi-screen displays, perhaps even a display camera.

Customer Inquiry: What size displays and how many are users accustomed to?

138% year-over-year increase within the first three weeks of March, 2020
– *Yahoo Finance*

AOC | ASUS | Kensington | LG | msi | NEC Display Solutions | PHILIPS | SAMSUNG | ViewSonic
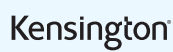
> Our MSP/VAR Checklist will help you compile requisite information for each project and get your installs moving quicker.
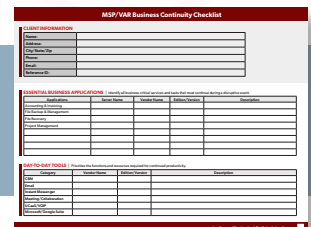
Desktop Hardware

Printers/Scanners – Wireless and multifunction printing options simplifies the home-office solution and works well with mobile devices. This will be helpful for those customers whose business is heavy in contracts, forms, agreements etc.

Customer Inquiry: What printing, copying, or scanning needs will users require?

The **demand** for printers and document management **has skyrocketed** resulting from the influx of remote working for a large percentage of the 127.98 million full-time employees in the US – *Statista*

FUJITSU
ScanSnap and fi Series Document Scanners

ScanSnap scanners provide cloud-forward, mobile, and one-touch document imaging, perfect for home use and small to medium business. fi Series scanners support larger organizations for maximum throughput, image quality, and speed.

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Accessories – Provide a more comfortable and effective remote environment with collaborative accessories: Keyboard | Mice | Webcam | Headset | USB Hub | Cables

Customer Inquiry: What peripherals will make users most productive?

79% webcam; 64% keyboards; 134% headsets year-over-year increase within the first three weeks of March, 2020 – *Yahoo Finance*

CyberPower
Top-Rated Power Management Products

Business depends on reliable power for the integrity and efficiency of its operations. Rely on CyberPower UPS, PDU, surge and backup power solutions to ensure peak performance and continuity across every level of an organization.

logitech
Connect and Create in Comfort

Personal workspace solutions from headsets and webcams to mice and keyboards and a plethora of mobile accessories, make it easy to set up a home office/remote worksite to be more productive, easily connect and collaborate, and minimize discomfort and distraction.

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