



GDT collaboration & contact center workshops

Create seamless experiences for employees and customers alike



Organizational success increasingly relies on your ability to enable seamless workforce collaboration and deliver intuitive, omnichannel customer communication channels.

Disconnected systems, rising costs, and rapid AI innovation can make it difficult to create the frictionless experiences your employees and customers expect.

Turn complexity into clarity

GDT workshops are designed to bring clarity, alignment, and momentum to your collaboration and customer experience (CX) strategy.

Each complimentary* half-day session is:

 <p>Interactive and tailored to your environment</p>	 <p>Led by experts in CX, AI, and communications</p>	 <p>Focused on outcomes, not just technology</p>
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Whether you want to optimize costs, deploy AI successfully, or undergo full-scale transformation, our experts help you simplify complex decisions, identify high-impact opportunities, and define a practical path forward.

About us

- 900+** employees worldwide
- 450+** certified architects and engineers
- 100+** countries supported
- 30+** years in business
- \$1.4B** annual revenue

30-year Cisco partner

As a Cisco Preferred Partner in five architectures — Security, Cloud and AI Infrastructure, Services, Networking, and Collaboration — GDT accelerates organizations' digital transformation at scale.



* Eligibility for GDT's complimentary workshop is based on specific criteria. Contact us to learn more and explore if your organization qualifies.

GDT unified communications, workspaces, and contact center/CX workshops



Contact center/CX AI enablement workshop

Get a clear roadmap for creating AI impact in collaboration and contact center.

- Understand AI capabilities.
- Review AI use cases.
- Prioritize and plan next steps.



Unified communications cost analysis workshop

Clarify your contact center costs and create a plan for optimization.

- Assess current licensing.
- Identify gaps and opportunities.
- Align spend with business goals.



Contact center/CX application & cost analysis workshop

Pave the way for seamless contact center/CX transformation and user adoption.

- Assess user, device, and IT readiness.
- Outline effective adoption metrics.
- Plan deployment strategies.



Unified communications transformation workshop

Optimize licensing, streamline tools, and align spend with business priorities.

- Illuminate your existing environment.
- Identify areas for consolidation.
- Align investment to outcomes.



Contact center/CX transformation workshop

Ensure measurable business value from your communications solutions.

- Evaluate organizational readiness.
- Define adoption strategies.
- Accelerate best practice deployment.



Workplace modernization workshop

Roll out modernized workplace collaboration with a secure and integrated experience.

- Assess workplace capabilities.
- Define modernization strategies.
- Align standards across use cases.

Real-world results

A garage door manufacturer transformed collaboration and communications with GDT managed collaboration powered by Cisco.

Results:

- Migration in under 5 months
- 80% improvement in call recording and quality capture rates
- 30% faster onboarding of new locations
- ~20% overall cost savings over 5 years

A software company optimized costs and consolidated apps with GDT contact center and collaboration services powered by Cisco.

Results:

- 30% annual savings
- Improved uptime
- Single point of contact
- Stronger business continuity

A large hospital system saved 40% with GDT contact center solutions including native integrations with Epic, Salesforce, and ServiceNow.

Results:

- Faster resolutions
- 40% lower telecom costs
- Improved patient satisfaction
- Reduced staff burden



Simplify, optimize, and modernize your collaboration strategy.

Schedule your complimentary GDT workshop today and take the first step toward accelerating your collaboration strategy.