Business technology is complex. Legacy infrastructure, multiple vendors, disparate technologies and different platforms aren’t making it any easier. But IT departments are still expected to provide a seamless experience for users. CDW can help. We have the partners and services to help make it all work together. We call that IT ORCHESTRATION.
CDW SERVICES AT A GLANCE

EXPERTISE PLUS EXPERIENCE
Our deep expertise across a full range of integrated technology solutions backed by deep industry specialization allows us to provide flexible, end-to-end services to our customers. Our resources provide the assistance and scale your IT team needs — freeing them up to focus on delivering bottom-line value and innovation.

HOW WE DO IT
Every IT solution is unique. That’s why we deliver customized solutions to meet your specific needs. In tandem with industry-leading partners, our highly experienced architects, engineers and project managers will work with you to assess, design, implement and manage technology that helps you reach your IT goals.

OUR SERVICES
From configuration and maintenance to advanced engagements across cloud, mobility, security, data center and collaboration, CDW has the expertise you need to help with everything. Our technical support and professional services experts, architects and engineers give your IT team the time and focus they need to turn IT into a competitive advantage.

OUR VALUE
We know IT. That’s our business. When you partner with us, we take the extra load off of your IT team so they can focus on innovating while your organization maximizes its IT investments — all while delivering real value for your customers.
Technology and business growth go hand in hand.

In today’s world, everything starts with IT. Electronic health records. High-frequency trading. Technology-based curriculums. There is no aspect of modern life that is not undergoing a digital transformation. This means that the demands on IT are unprecedented. And those demands are growing in scope and complexity. Each new element of the business that is touched by IT multiplies that complexity—meaning that there are no simple solutions.

THINK LIKE A BUSINESS STRATEGIST.
IT professionals must leverage their resources to drive employee productivity, reduce cost, grow revenues, enhance the customer experience and reduce risk.

ENHANCE IT OPERATIONS WITH FEWER INTERNAL RESOURCES.
IT organizations are expected to do more with a lot less, thanks to a widening IT skills gap, shortage of specialized talent and shrinking budgets.

TRANSFORM THE IT ORGANIZATION.
Internal IT initiatives are expected to create new revenue streams—or at least act as a competitive differentiator.

DRIVE BUSINESS FORWARD.
Surging interest by line-of-business (LOB) units in pursuing digital and cloud services requires IT to collaborate with these non-IT departments, providing the insight and expertise needed to grow their business and gain a competitive edge.

<2/3 of companies say they have used the services of an outside IT firm in the past 12 months.¹

$193 BILLION The annual forecast for global managed services spending by 2019.²

62% of CIOs in enterprise organizations expect IT skills shortages in the next 12 months.³

CASE STUDY

“CDW is a trusted partner of the PGA TOUR. We count on them to augment our staff when we are doing project research, implementation and post-implementation support. CDW’s team is always there for us.”

— Steve Evans, Senior Vice President of Information Systems, PGA TOUR

Sources:
¹ comptia.org, “4th Annual Trends in Managed Services,” June 2015
² marketsandmarkets.com, Managed Services Market by Managed Data Center, Managed Network, Managed Information, Managed Mobility, Managed Infrastructure, Managed Communications, Managed Security – Global Forecast to 2019,” January 2015
EXTENDING A HELPING HAND — AND DELIVERING VALUE

We can free up your IT team to laser focus on strategic projects that deliver productivity, innovation and other organizational benefits. No matter how big or small your technology needs, CDW is available to assist you every step of the way with personalized service and deep solutions expertise across cloud, mobility, security, collaboration, data center and networking technologies, all complemented by access to exclusive industry partnerships.

WE OFFER SERVICES ACROSS ALL OUR SOLUTION AREAS

We offer personalized, end-to-end services and industry expertise across a wide range of technology categories so IT can get back to doing what it does best.

- Professional Services
- Managed Services
- Configuration Services
- Support and Maintenance Services

DATA CENTER AND NETWORK OPTIMIZATION

We can help you combine servers, data storage, networking equipment and software into a single unified computing system that can power business growth.

SECURITY SOLUTIONS

Our dedicated security engineers perform assessments and penetration tests to identify vulnerabilities within your network. They offer in-depth advice, helping make sure your security technologies are properly implemented and integrated to effectively guard against all threats.

COLLABORATION

Our solution architects can help transform the way work gets done with cloud-based and on-premises collaboration systems and solutions that bring together telephony, messaging, video conferencing, engagement and productivity tools.

MOBILITY

CDW’s approach to total mobility enables you to completely reimagine how work gets done in your organization. Our end-to-end offering includes device procurement, configuration and activation, simplified management and security, and application strategy.

CLOUD

Our Cloud Planning Services cut through complexity to help you map out a straightforward cloud migration strategy. Plus, we offer end-to-end services and ongoing support with cloud readiness and risk and data loss assessments, as well as migration and integration services.

We take a holistic, flexible approach to solution delivery. From health checks and assessments to planning and design to configuration, implementation and ongoing management, we offer services across the entire technology lifecycle.

Whether we partner with you locally, nationally or multinationally, we can ensure that you get the most of your IT investment, enabling you to focus on your core business and better serve your customers and partners.
THE RIGHT CONNECTIONS, THE RIGHT TECHNOLOGY

With CDW, you get the advantage of working with a trusted partner with deep knowledge across all of today’s most important technical subject areas. Plus, we give you privileged access to the most proven and innovative companies. This combination of business acumen, technical expertise and executional excellence is what we call IT Orchestration. That means that as technology becomes increasingly integrated, we can help you assess your business needs and choose the right technology partner and integrated solution to help transform your business.

CDW offers IT professionals:

PROVEN PARTNERSHIPS
As an integrated solutions provider, CDW establishes and fosters long-standing partnerships with the world’s top technology OEMs and solutions and services providers. These relationships keep CDW on the cutting edge of technology advancement, as partners often give us (and our customers) access to beta technologies before they reach the market.

TOP IT TALENT
Our strong track record and solid market performance lets us continuously attract and retain the industry’s top solution architects, engineers and project managers. In fact, the CDW Services staff includes some of the world’s most highly certified and seasoned IT professionals, and their access to our proprietary knowledge-sharing tools further empowers them to learn from each other’s expertise and documented best practices in cutting-edge technology. Just as important, they understand how to leverage technology to improve operational efficiencies, increase IT ROI and meet business objectives.

PROVIDER INTEGRATION
Doing business with a single IT solutions and services provider across all of your locations helps minimize costs and increase efficiencies. CDW empowers you to refine purchasing procedures, consolidate all purchases through a single interface, decrease transactional and order fulfillment costs and minimize errors.

CONSULTATIVE APPROACH
CDW is one of the few providers in the country that offers multivendor dedicated pre-sales resources to help ensure you get the solution that best fits your business.

IT OPERATIONS EXCELLENCE
Whether it be on- or off-premises, our capabilities combined with our partnerships with leading companies in Managed Services (hosting, colocation, aggregation and cloud) enable us to design and manage the right solution for you today, with an eye to scale up or down tomorrow.

PRICING ADVANTAGE
Our scale also ensures that you’ll benefit from competitive pricing among our industry-leading partnerships and that any issue that arises with a partner’s equipment will be addressed immediately.

MANAGED SERVICES EXPERTISE
CDW has provided Managed Services for 15 years. Our Managed Services team includes more than 250 dedicated coworkers who collectively manage and monitor hundreds of customer environments, solutions and devices. Plus, they provide strategic insight into the customer’s IT department, giving them the confidence and security they need and the freedom to focus on serving their customers.

DEMONSTRATED EXPERIENCE
CDW Services has helped customers across more than 100,000 engagements, providing us with the kind of broad knowledge, data, experience and connection that no local value-added reseller (VAR) could replicate.

REGULATORY EXPERTISE
Our experts can help make sure your organization remains in compliance with government and industry regulations and guidelines.

- ITIL  - SSAE 16
- PCI  - HIPAA

STAYING ON TOP OF TECHNOLOGY
Our Services Engineering team is made up of consultants, architects and engineers who enable us to rapidly identify emerging IT trends and innovative technologies. They create integrated solutions and ultimately deploy and manage them more quickly and with a greater likelihood of success for our customers.
LOCAL TOUCH, MULTINATIONAL REACH

CDW Services offers you an unusual combination: the close relationship and easy access of a local provider who understands your IT environment inside and out, and the scale, efficiency and resources of an international provider.

LOCAL ATTENTION
CDW is headquartered just outside of Chicago, IL, and we have 30-plus local branch offices throughout the United States and Canada. So, chances are, we’re within driving distance of your office. And even if you’re located in an area without a local CDW branch, our network of trusted service providers — all trained to follow the same consistent approach, processes, methodologies and professional manner of CDW-badged engineers — ensures that your organization will still get the full attention and resources it deserves.

NATIONAL SCALE
For U.S. customers, our operational footprint is abundantly national, with offices located in every region and two state-of-the-art distribution centers strategically located for the fastest possible service. We have full redundancy, eProcurement integration and provider consolidation available to further increase our cost and service efficiencies. In addition to our local branches, we have over 1,100 services professionals and a fast-growing network of trusted service and solutions partners. In fact, because of our national scale, CDW is able to identify areas of emerging need for our customers and then ramp up our expertise and resourcing in those areas.

MULTINATIONAL REACH
CDW is expanding its unique expertise and experience around the world, with offices in the Asia-Pacific region, the U.K. and Ireland, the Middle East and South Africa, along with supply chain and logistics capabilities that extend into more than 100 countries. As a result, CDW is now able to extend its solutions and services deep into international markets.

A PARTNER NETWORK TO EXPAND BY
Adding to our ability to internationally serve clients is CDW’s ever-growing Preferred Partner Network, which serves our customers not only in the United States but also in dozens of countries abroad.

See how we can help you innovate your multinational IT operations at uk.CDW.com
THE CDW DELIVERY APPROACH

Every organization has unique IT needs. Our step-by-step solution delivery approach will help you get the most out of every project while maximizing your overall IT investments.

By bringing experts and experience together, we can help organizations assess, design, deploy and manage technology solutions comprehensively. Plus, our services have been deployed for hundreds of customers across dozens of industries – from healthcare to financial services to education.

CDW OFFERS END-TO-END LIFECYCLE SUPPORT INCLUDING:
- Detailed assessment of your needs and current environment
- Multivendor solution design
- Choice of delivery models and ongoing expert support
- Fully managed or hosted infrastructure

COMPLETE SUPPORT, EVERY STEP OF THE WAY

<table>
<thead>
<tr>
<th>SOLUTION APPROACH</th>
<th>SAMPLE SERVICE OFFERINGS</th>
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<tbody>
<tr>
<td><strong>WE ASSESS</strong></td>
<td>• IT Strategy Review</td>
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<tr>
<td>We know each project is unique. Our engineers and solution architects work with your internal stakeholders to closely evaluate business objectives, long-term goals, current technology environment, timeline and budget.</td>
<td>• Assessments and System Health Checks</td>
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<td>• Vendor Comparisons</td>
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<tr>
<td><strong>WE DESIGN</strong></td>
<td>• IT Strategy Development</td>
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<tr>
<td>Next, we will gather technical requirements, design technology architecture and document deployment plans along with “measures of success” — resulting in a multivendor solution that fits your business needs.</td>
<td>• Deployment Planning</td>
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<td></td>
<td>• Envisioning Sessions</td>
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<td>• Demo Lab Experiences</td>
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<td></td>
<td>• Systems and Architectural Design</td>
</tr>
<tr>
<td><strong>WE DEPLOY</strong></td>
<td>• Product Acquisition Services (including volume licensing, eProcurement, financing and leasing)</td>
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<tr>
<td>We offer fulfillment, configuration and full-scale solution implementation. We don’t disappear when the last screw is turned. We can also provide extensive hands-on training to IT personnel to ensure that your organization gets the most from its technology investment. We also provide end-user training to help expand the adoption of companywide deployments.</td>
<td>• Pre-Shipment Configuration</td>
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<td></td>
<td>• Pilot and Production Implementation (including migration and integration)</td>
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<td></td>
<td>• IT Staff Administration and End-User Training</td>
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<tr>
<td><strong>WE MANAGE</strong></td>
<td>• Managed Services</td>
</tr>
<tr>
<td>Whether your needs are on-premises or cloud based, we proactively manage and monitor your systems to ensure the technology is running as intended and to provide support and additional services when and how you need them.</td>
<td>• Warranties and Maintenance Agreements/Services</td>
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<td>• Help Desk</td>
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<td>• Centralized Billing</td>
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From IT strategy and planning to solution assessment, design, development and management — we will extend your IT capability at the speed and capacity you need. Plus, our access to exclusive industry partnerships ensures you get custom technology solutions and services when and where you need them — locally, nationally and even multinationally. CDW puts your in-house IT team in a position to enhance productivity and provide true strategic benefits.

Extra ROI for all your technology.

**IMMEDIATE, ONGOING VALUE**
Get technology solutions that support immediate business challenges while building an IT strategy and technology roadmap for the long haul.

**OPTIMIZED UTILIZATION**
Professional services can help increase feature adoption by workers, allowing your organization to get more from its IT investment.

**REDUCED TCO**
Many new technologies offer delivery methods and other features that can reduce total cost of ownership. Professional services can help you take advantage of potential savings.

**INCREASED REVENUE**
More effective and efficient IT can free up workers so they can focus on projects that increase revenue.

**CONSERVE RESOURCES**
Lower your maintenance and operational costs with the right hardware or virtualized solution.

**STAFF FREEDOM**
The less time your staff needs to spend on routine maintenance, the more resources you have for mission-critical projects.

**COMPETITIVE EDGE**
Your customers want it all — high-speed Wi-Fi, multichannel shopping, 24/7 support — and we help you supply it.

**HANDS-ON SUPPORT**
Our consultants, project managers and Consultative Advanced Services (CAS) team work directly with you to assess your current environment and business objectives and create a detailed project blueprint. By partnering with your team, they can oversee the full implementation of the solution. Additionally, we will QA and troubleshoot every solution and make sure your team is ready to take the reins. Ultimately, our end-to-end support ensures that your solution can do it all: improve customer experience, increase efficiency and free up your team to focus on what really matters — your business.

Our areas of specialty.

**CLOUD**
We offer end-to-end services for your cloud environment, including cloud readiness and risk and data loss assessments, as well as migration and integration services.

**DATA CENTER**
From assessments and configuration to implementation, migration and management, we offer a variety of services to help modernize your data center.

**SECURITY**
In addition to comprehensive security assessments, our experts can ensure that your security technologies are properly implemented and integrated to effectively guard against all threats.

**MOBILITY**
We’ll help you develop a mobility strategy and supporting policies, select the right mobile devices and mobility management solution for your specific business needs, and enhance employee productivity with custom application development, collaboration tools and a branded company app store.

**COLLABORATION**
We implement cloud–based and on–premises collaboration systems and solutions that bring together telephony, messaging, video conferencing, engagement and productivity tools.

Plan and implement the right technology for your needs with CDW professional services. Find additional information, case studies, blog posts and more at CDW.com/cdwprofessional
For most organizations, technology is a means to an end. The more time your team spends managing your infrastructure and applications, the less time they have to work toward organizational objectives. CDW can extend your IT capabilities by helping manage your most complex infrastructure and applications — allowing you to focus on growing your business and delighting your customers. Our experts have the knowledge and experience to deliver holistic, secure solutions tailored to your needs and goals. We'll help you identify the right service level to ensure your critical technology is cost-effective and runs optimally while your team stays focused on forward-thinking initiatives.

**Managed services for on-premises applications and infrastructure.**

**COLLABORATION APPLICATIONS**
Such as Microsoft Exchange

**CORE INFRASTRUCTURE**
Servers, storage, wired and wireless networking, operating systems and databases, including converged infrastructure appliances

**CONNECTIVITY**
International WAN services, global IP services, custom fiber, hosted VoIP/SIP and low-latency support

**MOBILITY**
Mobile applications, devices and OSs; managed services for on-premises applications and infrastructure

**Managed services for public cloud-based applications and infrastructure.**

Managed services for SaaS-based collaboration applications such as CDW Cloud Collaboration (CCC), Microsoft Office 365 and Google Apps

Managed services for IaaS providers such as AWS, Microsoft Azure, VMware vCloud Air and Cisco Intercloud

Colocation and hosting services

Other cloud-enabled services such as Desktop as a Service (DaaS), Backup as a Service, Disaster Recovery as a Service (DRaaS) and Security as a Service

Services agreements designed to support your business’s service-level agreements (SLAs)

**Comprehensive management.**

**PROACTIVE SYSTEM MAINTENANCE**
We’ll prioritize and apply security patches and updates to minimize system downtime.

**REPORTING**
We’ll provide regular reports that highlight system maintenance, performance and issues.

**ISSUE IDENTIFICATION AND RESOLUTION**
We’ll notify your staff as we document, investigate and resolve technical issues.

**APPLICATION AND INFRASTRUCTURE MONITORING**
Proactive monitoring enables us to address issues before they impact your business.

**IMPROVE OPERATIONAL PERFORMANCE**
Activate the people, processes and tools you need to operate as efficiently as possible.

**REDUCE COSTS**
Optimize staff, reduce training demands and eliminate the risks of downtime.

**REDUCE RISK**
Implement the policies, infrastructure and 24/7 coverage you need to reduce the risk of technology failures.

**STAY AHEAD OF THE COMPETITION**
Ensure your organization is able to adopt new technologies that give you a competitive edge.

**GET EXPERTISE YOU CAN TRUST**
Get advice from a team of more than 250 technology experts through a single point of contact.

See how CDW managed services can be a force multiplier. 
Find additional information, case studies, blog posts and more at CDW.com/cdwmanaged
Technology products don’t come off the assembly line ready to work for you. They must be custom-configured to meet your organization’s unique needs and specifications. But manually configuring, installing, testing and imaging devices and equipment takes staff away from more critical initiatives.

CDW’s configuration specialists can streamline configuration with a turnkey solution that can be completed in hours rather than days. Our highly trained and experienced technicians can deliver “plug-and-play” technology that’s ready to work right out of the box.

**Work smarter, not longer.**

**REDUCE PRESSURE ON YOUR STAFF**
Free up your IT staff and resources to work on mission-critical projects.

**STAY ON SCHEDULE**
Deploy IT projects on schedule while saving time and money and increasing ROI.

**ROLL OUT SOLUTIONS TO MULTIPLE LOCATIONS**
With our custom turnkey solutions, you can ship fully configured systems directly to their final destinations.

**DIMINISH RISK**
Our intensive QA process reduces the risk of DOA (dead-on-arrival) equipment and ensures that your hardware and software are configured to your exact specifications.

And what’s more, unlike most vendors, we require no minimum purchase. From multisite deployments to single-device app provision, our configuration services cover any and all of the following:

**HARDWARE INTEGRATION**
We perform key hardware installations for computers, servers, network and security devices including memory, hard drives, NIC cards, video cards, blades and modules.

**SOFTWARE CONFIGURATION**
We preinstall operating systems and apps on computers, mobile devices and servers, and our White Glove Service is also available to prep and provision Chromebooks.

**CUSTOM IMAGING**
This includes image creation, maintenance and deployment. We can also host a secondary server to connect to your SCCM or other image deployment server via VPN. Customizable options include pre- and post-imaging tasks like domain join and security upgrades.

**RACK CONFIGURATION**
We can mount and configure your network and security devices, rack-mount servers, chassis blade servers, storage, KVMs, UPSs and PDUs into a rack structure, then cable and label before shipping.

**ASSET TRACKING**
We can apply your asset tags, our own standard tags or customized tags and perform data capture services. Extensive information on your devices is available via the Asset Tracking and Reporting Services functions on your CDW extranet.

**BURN-IN AND DIAGNOSTIC SERVICES**
We run your devices for 12 to 48 hours to ensure all components are working properly.

**CUSTOM PACKAGING**
Kitting, palletization, inserts and welcome letters and box labeling are available.

**WAREHOUSING**
Storage space is available for purchased equipment.

**OUR CONFIGURATION CENTERS**
CDW operates two of the most technologically advanced configuration centers in North America. Strategically located in Vernon Hills, IL, and Las Vegas, NV, these two ISO 9001 and ISO 14001 certified facilities mirror each other in technical prowess and integration and staging capacity. This arrangement not only provides us with built-in workflow redundancy but also allows us to ship products from the facility that is geographically closer to your office, which saves on shipping time and cost.

Let your IT team focus on larger business objectives with CDW configuration services.
Find additional information, case studies, blog posts and more at CDW.com/cdwconfiguration
A defective hard drive ... a software glitch ... a dropped tablet. For any number of reasons, technology can and will fail from time to time.

Sure, your equipment comes with a manufacturer’s warranty, but that doesn’t mean the coverage is in line with your day-to-day business needs. Standard warranties are typically good for a short period and cover only specific components and circumstances. Even if you are covered, you’ll likely have to pay to ship your equipment to an offsite repair vendor and spend a lot of time on the phone. Either way, you’ll be grappling with unplanned downtime and expense.

Fortunately, your productivity — or profitability — doesn’t need to go down with a technology break. The key is to put in place a support and maintenance program that aligns to your specific operational needs.

That’s why CDW provides choices for how you can protect and repair your IT investments. Among the options we offer are:

**EXPANDED AND EXTENDED WARRANTIES**
Our warranties provide à la carte services and features so you can match each piece of equipment with various repair factors: Same-day or same-week response? Onsite or depot repair? Accidental repair coverage or not? A mission-critical data server would warrant same-day, onsite repair, while depot repair and a longer response time is adequate for a backup notebook.

**CUSTOM MAINTENANCE CONTRACTS**
Streamline the IT support process and provide a single point of contact for all of your IT support needs. Our retainer contracts provide your IT team with on-call expert consults, and our annual break/fix maintenance agreements cover the repair or replacement costs of both in- and out-of-warranty hardware from different manufacturers.

**SIMPLE, CONTINUOUS COVERAGE**
Our coterminous support option takes your various existing manufacturer support plans and rolls them together with a common end data to streamline warranty management and eliminate any risk of a lapse in coverage.

**REPAIRS THAT COME TO YOU**
Instead of waiting days or weeks for depot repair, using our onsite services mean faster repairs — no matter if your business has one location or hundreds.

**THE SUPPORT YOU NEED, SIMPLIFIED**
With flexible SLA options and contracts that cover technology from multiple manufacturers, you’ll only have one number to call when you need assistance.
WHY CDW SERVICES?

So you can get to work on the work that matters most.

Partnering with CDW Services frees your IT team from spending precious time and resources managing IT components — so they can think bigger about how technology can enhance the customer and employee experience, grow revenues and maximize ROI and other important outcomes for your business. And we do it by offering you and our 250,000 customers unfettered access to:

- A suite of critical IT services designed, delivered and managed by our seasoned and highly certified team of solution architects, engineers and project managers.
- Unmatched industry partnerships and a multivendor approach that ensures you get the technology and services that best match your needs.
- End-to-end support across a comprehensive portfolio of technology solutions that provides you with personalized attention every step of the way, delivered locally or on an international scale.

To learn more about how CDW Services can extend your IT organization and its business impact, visit CDW.com/cdwservices or call your account manager at 800.800.4239.