



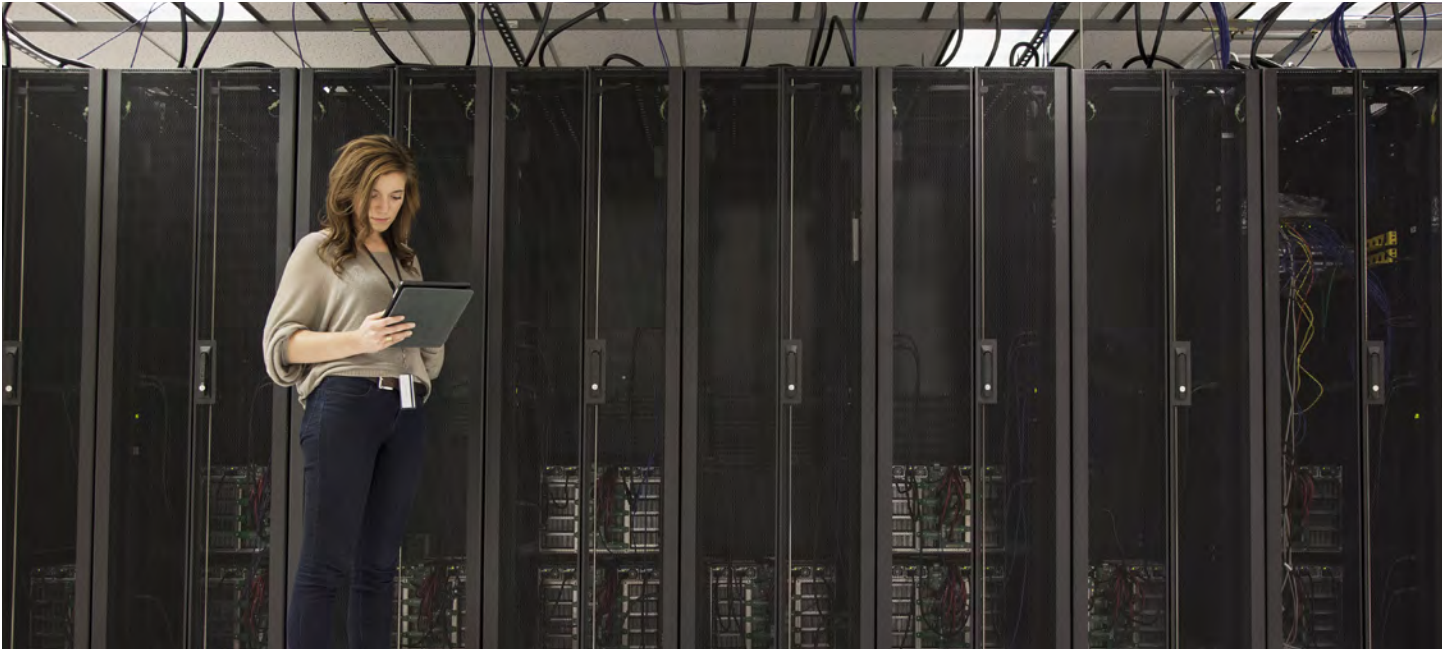
CDW MANAGED SERVICES

TRUSTED MANAGED SERVICES FOR YOUR IT INFRASTRUCTURE

800.800.4239 | [CDW.com/managed-services](https://www.cdw.com/managed-services)

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Running an efficient IT department is a difficult task. Trying to manage a complicated infrastructure solution at the same time can be overwhelming. But the advantages of CDW Managed Services are too great to be ignored. With help from our experts, you'll be able to fully realize the benefits of CDW Managed Services. And you'll have the freedom to focus on the bigger picture.

CHALLENGES

THESE FOUR PROBLEMS CAN KEEP YOU FROM MAXIMIZING THE UPTIME, STABILITY AND PERFORMANCE OF YOUR IT INFRASTRUCTURE:

Limited experience. The knowledge required to run your infrastructure is deeply specialized and can vary depending on your technology. Even the strongest IT teams may lack the necessary experience.

Staff turnover. Given the high demand for IT all-stars, you run the risk of losing your knowledgeable staff members to other teams. In fact, over two-thirds of IT professionals believe that it's a significant challenge to find, develop and retain talent.¹

Shifting priorities. The improvement of operational processes is now the No. 1 priority for many IT organizations.² While an evolving infrastructure can help you reach those organizational goals, the management of that infrastructure requires full-time dedication.

Partner/vendor management. Many organizations are handing off the management of their IT infrastructure to a managed services partner. Because every facet of your organization depends on IT, it's critical that your infrastructure is being managed by an experienced partner that you can trust.

Source: ¹ IDC Directions 2014, How the 3rd Platform Is Disrupting Partner Ecosystems, March 2014

Source: ² McKinsey Survey, IT Under Pressure: McKinsey Global Survey Results, March 2014



SOLUTIONS

Every infrastructure solution is unique. And that means there's no one-size-fits-all answer to the problems you may be facing. Our dedicated management team works with a number of resources to create solutions that meet your business, technical and financial requirements. All of our services can be mixed and matched, and we offer varying levels of support depending on how much help you need. So you can lighten the load without sacrificing control.

WE CAN MANAGE A NUMBER OF YOUR INFRASTRUCTURE'S COMPONENTS, INCLUDING:

Unified communications. We've deployed over 4,000 UC environments and can ensure maximum uptime for your system.

Network. Our highly skilled technicians can help ensure that your network will be able to handle its load while keeping costs predictable.

Wireless. From controllers to access points, we can manage multiple aspects of your wireless network to keep it operating efficiently.

Operating Systems. We can take control of your server's operating system, whether you run Windows, Unix, IBM, AIX, Red Hat or nearly any other OS.

Storage and Backup: CDW leverages deep expertise to ensure the uptime, availability and performance of your NetApp, EMC, IBM and other popular backup and restore technologies.

Hosted Private Cloud. We can host and manage your private cloud in our own data center, or we can manage it for you in your own environment or a third party's data center.

FOR EACH OF THE COMPONENT AREAS, WE CAN PROVIDE A RANGE OF SERVICES, INCLUDING:

Infrastructure monitoring. Detecting inefficiencies to performance and availability.

Operational support. Managing your infrastructure's components to ensure they remain properly configured over time.

Alerts and diagnostics. Triaging alert notifications and escalations, performing root-cause diagnostics, and recommending solutions to short- and long-term problems.

Patch management. Relieving your staff of routine infrastructure update tasks.

Vendor incident management. Communicating and coordinating with vendors when you need a repair or replacement.

Service-Level Guarantees:

- Clear and concise service level description with money-back guarantee

Governance & Credentials:

- Mature IT Infrastructure Library (ITIL) Framework
- SOC2 Type2 Audit and Published Report
- PCI Compliant DSS v2 Level 1
- HIPAA Compliant
- NIST Self-Audit



SERVICE CATALOG


 **Hypervisors**
VMware ESX
Microsoft Hyper-V


 **Operating Systems**
Microsoft Windows
Red Hat/SUSE
IBM AIX
IBM iSeries

 **Databases**
MySQL
Microsoft SQL
Oracle

 **Collaboration & Mobility Applications**
Cisco UC, UCCX, UCCE
Cisco TelePresence
Citrix
Microsoft Exchange, SharePoint & Skype

 **Storage**
NetApp
EMC
IBM

 **Backup**
Avamar
Data Domain
CommVault
IBM TSM
Microsoft DPM
Veeam

 **Networking**
Cisco
Meraki
F5
Riverbed

 **Wireless**
Cisco
Meraki

 **Security** Cisco
Meraki
Palo Alto
SIEM-as-a-Service

 **Converged Infrastructure**
Cisco UCS

 **Hyperconverged Infrastructure**
Nutanix
VMware vSAN

 **Public Cloud**
Microsoft Azure
DR-as-a-Service
Partner Public Cloud

 **Private Cloud**
CDW Managed Private Cloud
Partner Private Cloud

 **Cisco Analytics**
CDW Smart Analytics

 **Help Desk Services**
CDW Help Desk Services

WE OFFER THREE DIFFERENT LEVELS OF SERVICE:

Bronze. Complete monitoring of managed resources, continuous tracking of resource utilization, and web-based reporting for both real-time and historical performance insight.

Silver. All of the above, plus proactive analysis and installation of firmware upgrades, security patches, bug fixes and service pack upgrades.

Gold. All of the above, plus proactive 24x7x365 incident and problem response and resolution, vendor management and an industry-leading SLA.



YOU AND CDW

Our teams receive regular training in the latest developments, which means that our technicians can expertly manage any area of your infrastructure solution. And if you haven't yet made the move to the cloud, we can help you design a custom solution. So you'll have a cloud built to your exact specifications.

THERE ARE MAJOR BENEFITS TO SHARING INFRASTRUCTURE MANAGEMENT. HERE ARE JUST A FEW OF THE PERKS OF PARTNERING WITH US:

24-hour coverage. Our experts are available around the clock, so you won't have to keep your IT department staffed overnight.

Wide-ranging expertise. You'll have access to hundreds of highly trained and certified technicians and their knowledge base.

Predictable monthly cost. Your monthly cost is fixed, thus mitigating budget fluctuations and other financial variables.

Improved organizational innovation. The burden of management will be lifted from your IT team, freeing them to pursue organizational goals.

Remote management capabilities. Using our proprietary remote technology, CDW will be able to manage your IT environment from anywhere in the world.

Flexible Service Levels. CDW offers multiple solution options to fit your business, technical and financial requirements.

READ ALL ABOUT IT

Interested in how Managed Services from CDW can ease the stress on your IT department while moving your organization forward?

**READ OUR WHITE PAPER AT
CDW.COM/MANAGED-SERVICES**



Next Steps

To learn more about CDW Managed Services, call 800.800.4239 or visit CDW.com/managed-services.