Public Safety & Justice Portal
CDW-G Value Add Services

CDW Configuration Center Services:

Cisco Video Endpoint provisioning - EDC 3651585 (CDW AP/ENDPOINT PROVISIONING) per device

- The device required for install will be unboxed
- The device will be will be thoroughly inspected for physical damages or blemishes
- The device will be powered on and inspected for hardware and/or software failures
- Any defective device will be replaced from available inventory
- A data capture of any pertinent info will be placed onto a spreadsheet or uploaded to Sharepoint (i.e. MAC address, serial #s, IPs etc.)
- The device will be connected to controller or call manager for provisioning (may require VPN)
- Any pertinent info will be added to management system (i.e. Call Manager, Prime Infrastructure etc.)
- The device will be checked to ensure it is recognized on controller or call manager
- The device will be checked to ensure firmware/configurations were applied (if applicable)
- All provisioned devices undergo a series of quality control steps to verify they are configured to the customer's exact specifications.
- The successfully provisioned device is re-boxed for shipment.

Asset Tagging

- EDC 338520 – CDW Asset Tag
- EDC 338521 - Customer Asset Tag
- EDC 500815 – A Basic custom tag that is created by CDW

Cloud Collaboration Services - CDW Field Professional Services

At the clients request CDW-G will dispatch a field engineer to provide the following services supporting the installation and implementation of the Cisco video endpoints:

- Upgrade XXX Cisco video endpoints to the required version to support Cloud registration, register said endpoints to the cloud service and perform an inbound and outbound test call.
- Deploy up to five (5) installations of Cisco Jabber soft client endpoints (Windows, Mac, iOS or Android) for end users on customer-provided hardware, register said endpoints to the cloud service and perform an inbound and outbound test call.
- Provide one (1) training session of up to two (2) hours length for up to twenty (20) administrators and/or end users on Cisco video endpoint and Cisco Jabber soft client usage
- Provide up to two (2) hours of connectivity troubleshooting support

CDW Certified Third-Party Support Services – for physical installation of video conferencing equipment

CDW will contract with a certified third-party installation company to perform the following services.

Hardware mounting installation for DX-series desktop endpoints and SX/MX-series conference room systems, Jabber and desktop endpoint installs including Jabber software on customer-owned devices. System operation training included with installation services.

Videoconferencing system installation and integration (including telepresence)

Conference infrastructure implementation

AV multiproduct room system integration

Technical support Tier 1 & 2 24/7 Help desk Service

Customized service and support options

CDW Help Desk Support – for configuration center provisioned endpoints

CDW will provide a 90 day guarantee on the configuration of the video endpoints provided the settings have not been changed by the client during network maintenance.

CDW help desk support team can verify the configuration with the customer if they feel something is wrong with the configuration when received.
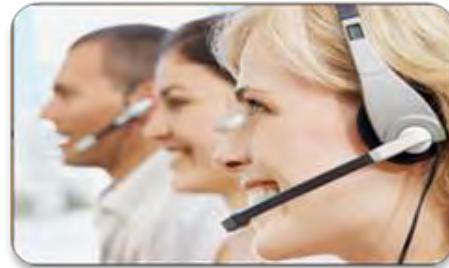
After 90 days CDW can again check the configuration if the client feels the endpoint is not performing properly, however there would be a charge for that call. Incident based support EDC 2276196.

Obtaining Help Desk Support

Below is your Quick Reference Card for use when contacting CDW for an appointment to re-provision your machine.

CDW is a leading provider of brand name technology products and services for business, government, and education.

Help Desk Support Phone Number: 888-853-4239
Technical issues are resolved most efficiently by phone.

Help Desk Support via Email: helpdesk@cdw.com

For Your Organization: ABC, Inc.

Your CDW Account Number: 5555555