

CDW Technology Services

PRECONFIGURED I.T. SOLUTIONS
SAVE YOU TIME AND MONEY



CONFIGURATION SERVICES

No one likes to sacrifice productivity by taking talented in-house I.T. staff away from mission-critical projects to load software on new PCs, tweak systems to conform to network standards or repackage defective equipment to return to the technology provider. Instead, imagine being able to open your delivery and unwrap the “perfect” technology solution, already preconfigured to your exact specifications and ready to plug and play. That’s exactly what happens when you rely on CDW’s Configuration Services to help you build a preconfigured solution in our state-of-the-art, ISO 9001:2000–certified Configuration Center.



At CDW’s Configuration Center, qualified technicians configure an average of more than 1800 systems in 24 hours.

CDW’s Configuration Services Are Fast, Accurate and Convenient

With CDW’s configuration services, you get the right solution to fit your needs — right away. CDW’s highly trained, industry-certified technicians build solutions to your exact specifications, quickly and accurately, without delaying shipment. In fact, CDW can usually install hardware and software, test the installation and ship your order the **same day** it is placed.

No downtime, no wasted resources and no need to hire outside consultants mean you save time and money — plus you enjoy faster deployment because your solution arrives fully loaded and ready to be installed.

CDW Offers a Full Spectrum of Configuration Services

CDW can partner with you to manage your I.T. implementation starting on day one and continuing throughout the life cycle of your technology equipment. Our complete range of configuration services include:

- » **Hardware Configuration** — CDW provides standard and custom hardware configuration for PCs, notebooks, printers, PDAs, and Apple® and Sun® workstations. We also handle installation of memory, hard drives, ROM drives, NIC cards, modems, video cards and other peripherals.

The Right Technology. Right Away.™
CDW.com • 800.800.4239



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CDW's technical expertise and quality control assure fast, accurate preconfigured solutions every time.

- » **Rack Configuration** — CDW can install and configure rack hardware to your specifications. We construct complete rack assemblies with servers, KVMs, UPSs, blade servers, and 21U and 42U rack enclosures. We also provide networking hardware solutions such as routers, access points, WAN interface cards, voice interface modules and cabling. All hardware is tested for functionality and compatibility, and shipped on a shock pallet to ensure your rack arrives in perfect working order.
- » **Software Configuration** — CDW provides software installation and configuration for PCs, laptops, PDAs, servers and more, with complete operating system (OS) and application setup. We can install and configure most commercially available network OSs to servers and routers, including Microsoft® Windows® platforms and variations of UNIX, as well as Microsoft Office, Adobe® Acrobat®, Symantec™ Norton AntiVirus™ and other popular applications. Network software services include installation and configuration of client/server, peer-to-peer, RAID clustering, and router configuration, setup and testing.
- » **Custom Imaging** — CDW will load a customized image or custom-create an image on all computers you purchase before they ship. That way, they are ready to use out of the box with all personal software, settings and hardware in place.
- » **Asset Tagging and Tracking** — CDW can help you keep track of your equipment using our asset tags, customized tags or your company's tags. You can easily track purchased products for inventory management by order or part numbers, serial or model numbers, location, manufacturer, date of purchase or any custom field you choose. Plus, your own CDW@work® personalized Extranet provides every customer with immediate online asset management.



The CDW Configuration Center Works for Your Business

In CDW's 24,000-square-foot Configuration Center, qualified technicians configure an average of 1800 systems in 24 hours. We're committed to delivering:

- » **The Right Technical Expertise.** Our highly trained professional technicians have numerous engineer-level industry certifications and receive ongoing technical training from CDW University.
- » **The Right Quality Control.** CDW's three-step quality control process ensures fast, accurate deployment. Value-added services such as QC checklists and unique packaging can be completed to your specifications. We can also set up configured machines to run for 24 to 48 hours (burn in) — an extra step to ensure that all components work properly during initial operation.

CDW Delivers the Right Configurations, Right to Your Door

Free up your I.T. resources — rely on CDW to make sure your new technology is ready to go when it arrives at your door. Ask your account manager how CDW's Configuration Services can make life easier for you.