

CDW Technology Services

A SINGLE-SOURCE RESOURCE
FOR ALL YOUR I.T. NEEDS



**YOUR CDW
SOLUTIONS TEAM**

Today's information technology systems are growing exponentially in size, complexity and strategic importance. To measure up to expectations, they demand an increasingly sophisticated infrastructure, as well as the ability to adapt to rapid change. Planning, implementing and supporting these systems present enormous challenges to most I.T. departments. Your CDW account manager can ease your burden. From needs assessment to post-sales support, your account manager is your single-source point of contact. Backed by a team of highly trained technology specialists, your account manager stands ready to help guide you with efficiency and industry knowledge — every step of the way.

Your Account Manager Knows How to Put CDW to Work for Your Business

When it comes to choosing the right solution, finding answers to tough questions or handling the unexpected, you can count on your CDW account manager. We strive to earn your confidence by delivering above and beyond. We take the time upfront to listen to and completely understand your needs, then deploy an unbiased approach, helping you select the ideal mix of products, services and support to fit your business and budget.

Should you require more in-depth technology support, every account manager is backed by a team of highly trained, industry-certified technology specialists ready to provide expert assistance. This entire CDW solutions team is your partner across every phase of your I.T. life cycle — from planning and implementation to product knowledge and training. All it takes is a call to your account manager, and he or she will make the right connections, quickly and efficiently.



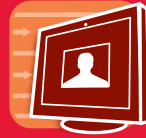
Your CDW solutions team is your partner in choosing the best I.T. solutions for your business needs.

The Right Technology. Right Away.™
CDW.ca • 800.97.CDWCA



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A Single Point of Contact Connects You to a Full Range of Expertise

Your CDW account manager is your one-stop resource, fully prepared to work with CDW's highly trained technology specialists to help you develop and support the right I.T. solutions and services for your business, including:

- » **Assessment and Design** — Our team of technology specialists works closely with your staff to diagnose your immediate and long-term I.T. needs and help prescribe the best course of action. Whether you need to optimize network performance, expand storage space, revamp your cabling, select a voice or telephony solution, safeguard system security or centralize power management, your CDW solutions team is there to help.
- » **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. Your account manager utilizes the expertise of our highly trained specialists in hardware, software and rack configuration, custom imaging, and asset tagging and tracking.
- » **Support Services** — Early on in your purchasing process, your CDW account manager can engage technology service specialists to consult with you on the best product protection options available to fit your needs and budget. If you need a four-hour response time for your servers, accidental damage protection, data storage protection or a single service agreement for all your equipment, CDW is your one-stop resource.
- » **Training Services** — CDW offers a wide range of training services to fit your needs and expand your company's ability to utilize a variety of I.T. applications and tools. These value-added services include self-paced e-learning, classroom training, Web-based training and custom training.



Your CDW
solutions team
is completely
invested in your
success.

Your Account Manager is Here for You

CDW delivers much more than just products. Every day, our account managers demonstrate that they have the passion, the know-how and the experience to take customer service to the next level. It's a responsive and responsible attitude that our customers count on.