

# CDW Technology Services



The Right Technology. Right Away.™  
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Optimize your IT investment with CDW Technology Services



A woman in a blue shirt is talking on a mobile phone in a server room. In the background, another person is working at a computer. The room is filled with server racks and equipment.

From planning to purchasing to maintenance,

# CDW Technology Services

eases your workload.

1. Planning 2. **Implementation** 3. **Support** 4. **Training & Education**

As a busy IT professional, you have a lot on your plate. From planning for upgrades and forecasting expenses, to justifying the costs of new technology to keeping end users happy and meeting compliance regulations. Developing and implementing a plan that will allow you to increase productivity can be challenging for even the most seasoned IT professional. So why not let CDW be your complete technology partner?

When you partner with CDW, you get the best value for your IT dollar. It's true — CDW gives you direct access to an enormous in-stock inventory of over 160,000 brand-name products from more than 350 industry-leading manufacturers. But partnering with CDW is so much more than that. CDW offers services that can **enhance your use of technology** through four key phases of the technology lifecycle:

CDW provides you with a personal account manager, dedicated to helping you identify the right technology solutions for your strategic organizational needs. You also gain the expertise of an entire team of trained and certified technical specialists to help you make smart decisions through guidance and big-picture perspective. And you have CDW's commitment to helping you avoid downtime by **delivering the solutions you need, right when you need them.**

Moreover, CDW offers a variety of service offerings available to both our commercial and public sector customers, including upgraded or enhanced warranty plans, accidental damage protection, and onsite maintenance service to save you time, free up your internal IT staff to focus on high-value, mission-critical projects, and, most importantly, give you peace of mind, knowing that you are protected from costly downtime. Bottom line — we can help you optimize how you use technology.

Planning starts with personalized solutions that meet *your* needs.

Not every organization has the same IT demands. CDW can design a **solution to meet your specific requirements** within the areas of:

- Networking
- Power • Security
- Server • Storage
- Voice/Data/Telephony

### Planning Services

The initial step of an IT project is planning. In many cases, planning a project is the most crucial step. Without a proper blueprint, the project implementation can fall apart at any time. **Assessment & Design** is the first step to help ensure your infrastructure is properly designed to support your current and future technology needs. CDW can help, beginning with the initial concept through to the project completion and the support needed thereafter. Our highly trained team of specialists works with you to:

- Conduct a thorough assessment of your existing environment
- Identify any gaps, risks or potential problems
- Recommend and design solutions to keep your organization up to speed

Our team of technology specialists works closely with your staff to diagnose immediate and longer-term needs to prescribe a course of action to help you meet your goals. CDW can help when you need to:

- Optimize network performance
- Expand storage space
- Implement server consolidation solutions
- Select a voice or telephony solution
- Safeguard your system security
- Centralize power management
- Provide power outage protection

Our specialists focus on **providing solutions first** — products second. Because we have the opportunity to work with a variety of vendors in the industry, we can assure you that we initially assess what needs to get done and then fit the proper solution to those requirements.

Implementation allows *you* to execute efficiently.

### Implementation Services

Once a concrete plan is finalized, CDW can make implementation seamless. CDW can complete the configuration and installation of technical solutions for all of your business challenges. This will allow your IT staff to simply plug and play your new IT purchase, freeing up time for more mission-critical projects.

CDW's configuration services were designed to accommodate you, the customer, with our customized configuration capabilities for both hardware and software. We can pre-install your memory and update your software before your products are shipped. Configuration Centres have the personnel, resources, and expertise to provide you with IT solutions built to your exact specifications.



From CDW  
**you get exactly  
 what you want...**  
 before it arrives at your door.

The configurations completed at our configuration centres are created **on demand** and specific to your requirements. We can handle simple installations to highly complex, enterprise configurations. These services include:

Hardware configuration and installation services:			Software configuration and custom imaging:	
Basic and complex configurations	Installations	Complete rack assemblies	Configure	Image
Desktops, Notebooks	Memory	Rack enclosures	Network OS	All customized OS and software
Servers	Hard drives	Cabling	Applications	Image creation
Printers	Blu-ray HD/DVD/CD drives	Routers and switches	Utilities	Deployment
Routers, Switches	Network cards	PDUs	Router software	Maintenance
PDAs	Wireless cards	Management stations		
Apple® systems	Video cards	Keyboard video mouse (KVM)		
Sun® systems	Other peripherals	Blade servers		

### Asset Management

CDW can asset tag your purchase using your organization's tags, CDW tags, or we can custom create a unique tag.

### Burn-in

If you would like additional assurance that the devices are compatible and to test to safeguard against DOA equipment, CDW offers burn-in services. CDW will rigorously test devices for anywhere from 24 hours to 7 days.

Every piece of equipment that enters the Configuration Centre will pass through a thorough quality control (QC) process to ensure component capability and reduce the risk of DOAs. You can be assured that you will experience accurate deployment before the hardware has left the warehouse. Value-added services such as QC checklists and unique packaging can be completed to your specifications.

The service does not stop at the warehouse doors. CDW also offers a variety of onsite implementation services. CDW partners with only the finest industry-leading service providers to bring solutions right to your door.

### Onsite Technology Service Offerings:

- Installation of new equipment
- Removal and disposal
- Integration with existing network and systems
- Software and operating system installation
- Rollouts or deployments
- Initial operational checks

By letting CDW do the work of configuration and implementation, you will save precious time that can be used on the mission-critical projects to keep your organization moving. Our customized, on-demand solutions will deliver products that will be ready to plug and play directly out of the box.

Services that support the products *you* buy.

Protecting your investment takes **services that go one step further.**

CDW goes above and beyond the standard warranty coverage to provide the technology service that fits your needs.

#### Support Services:

How can you protect your investment and minimize downtime? As information technology grows in strategic importance at your organization, it's critical to ensure your systems run seamlessly, efficiently and reliably — all the time. You can't afford unplanned downtime when it comes to mission-critical projects or day-to-day functionality. That's why sooner — rather than later — you need to consider your options for upgraded or enhanced warranty plans, accidental damage protection, onsite maintenance services and more.

The original manufacturer's standard warranty often does not offer the level of coverage that you need and deserve. CDW offers you Product Protection options that include:

- Onsite next-business-day service
- Accidental damage protection
- 4-hour response
- 24 x 7 coverage
- Onsite repair technicians
- Depot repair services performed by certified technicians
- Post-sale telephone support
- Co-termination agreements to manage multiple contracts

Training keeps *you* one step ahead of the competition.

There might not be a single best way to increase your chances of success, but

**taking advantage of training and education**

that focus on your specific needs is an option that always delivers solid results.

**Training and Education Services**

CDW Training and Education Services are designed to help you enhance your knowledge of IT and expand your ability to use various tools and applications. The training is available to our customers via instructor-led classroom education, self-paced e-learning courses, live Web learning and in e-Lab formats. This ensures proper training for your organization's technicians to achieve necessary certifications to support your specific hardware and software.

CDW Training Services include:

**IT Professional Training**

- Certification Preparation
- In-Depth Product Training
- Technical Training

**User Training Services**

- Application Training

**CDW is invested in your success**

CDW knows that sometimes you need more than off-the-shelf technology to satisfy the specialized requirements of your organization. CDW Technology Services was **built with you in mind**. We will be with you every step of the way, beginning with a personalized design and a solid implementation, followed up with support needed to maintain the project.

Call your dedicated CDW team today to put our services and expertise to work for you. Or visit us online at [CDW.ca](http://CDW.ca) to learn how CDW can enhance how you use technology.

CDW Technology Services are available to all CDW customers.