CDW Standard Image Deployment Service
Customer Guide

Contents

Service Description ................................................................................................................................. 2
Why Would My Organization Use This Service? .................................................................................... 2
Benefits of Using CDW Configuration Services .................................................................................... 2
How Is This Service Priced? .................................................................................................................... 2
Common Pre and Post Imaging Tasks & Services.................................................................................... 2
Additional Services Popular with Imaging Projects................................................................................ 3
Customer Responsibilities ..................................................................................................................... 3
CDW Build Activities .............................................................................................................................. 3
Quality Assurance ................................................................................................................................. 3
Security Monitoring Controls and Programs .......................................................................................... 4
FAQs .................................................................................................................................................... 4
Contacting CDW Configuration Services ............................................................................................. 5
Service Description
CDW’s Standard Imaging Service transfers your customized operating system (OS) and/or software settings to your purchased desktops, notebooks, tablets, thin clients and servers. This service deploys a static image and can be combined with pre and post imaging tasks to meet your custom requirements for each imaging project. Leverage the expertise of CDW’s Configuration Services team to keep your IT projects on schedule. With over 25 years of experience and a wide array of configuration services CDW allows you to ship your systems directly to their final destination fully configured and ready for out-of-box plug and play deployments. Let CDW help you reduce deployment time and increasing your ROI.

Additional Image Service offerings include:
- Image Creation
- Image Maintenance
- VPN Integration
- USB Recovery Media (some limitations apply)

Why Would My Organization Use This Service?
Increase your return on investment by shipping fully configured devices directly to the location of intended use. CDW saves you time and resources that would be needed to complete this task onsite or configure in one office and then pay additional shipping costs to deliver devices to another location. CDW’s Standard Image Deployment Service offers many benefits:
- Custom turnkey solution to meet your project requirements
- Reduce application installation and system deployment time and expense
- Deploy your systems on schedule
- Eliminate defective and DOA (dead on arrival) devices and associated RMAs
- Free your IT staff to focus on core IT business objectives

Benefits of Using CDW Configuration Services
- CDW has over 25 years’ experience in custom configuration solutions resulting in our assisting more than 3,000 customers imaging in excess of 4 million devices.
- Direct engineer-to-customer relationship for scope, preparation, and proof of concept consultation
- Proven methodology for image deployment provides consistent results
- ISO 9001 and ISO 14001 certified

How Is This Service Priced?
CDW’s Standard Image Deployment Service is a flat rate fee covering installation of a customer or CDW created image on a single device. A wide array of pre and post imaging tasks can be added to provide a complete solution (additional service fees may apply). Contact your CDW Account Manager who will work with a Configuration Services Specialist to quote a turnkey solution to meet your specific project requirements.

Common Pre and Post Imaging Tasks & Services
- Custom hardware installation/configuration (notebook, desktop, server)
- BIOS & firmware updates/downgrades and configuration
- RAID configuration
- Run through Sysprep OOB (out-of-box experience)
- Computer name change
- Software application installation (typically software that cannot be included in an image like antivirus software)
- Join device to customer’s domain
- IP configuration
- Site specific network integration
- PC customization based on user or site variables
- Hard drive encryption
- Burn-in and diagnostics
- Asset management tagging (customer, custom or CDW standard)
Additional Services Popular with Imaging Projects

- Color Branding
- Laser Etching
- USB restore flash drive (operating system recovery)
- Data capture of customer specified fields to a spreadsheet (e.g. LAN and/or WLAN MAC Address, hard drive serial #, etc.)
- Kitting and special packaging
- Labeling
- Custom inserts (welcome letter, kitting parts list, setup instructions, support contact information, etc.)
- Palletization
- Staging (Buy & Hold)
- Server Rack Configuration and "Network in a box" (servers, switches, routers, firewalls, PDUs, KVMs, management stations, custom cabling and labeling)

Customer Responsibilities
1. Electronically sign the Software Indemnity Agreement
2. Establish the criteria for any pre and post imaging tasks
3. Complete the Image Processing Questionnaire (provided by your Account Manager)
4. Provide CDW with image or master unit
5. Provide license keys for all software required for post imaging installation
6. Provide all relevant software installers that are not readily available as required for post imaging installation

CDW Build Activities
Once your image and questionnaire are received by CDW you will need to allow several business days for image testing and validation prior to deployment. Images are uploaded and stored on secure imaging servers at CDW.

CDW shall perform the following tasks as part of image deployment projects:
1. Thoroughly inspect all equipment for physical damage or blemishes
2. Install all specified hardware components
3. Power on the system to check for hardware compatibility and POST errors
4. Replace defective components from CDW’s in-stock inventory
5. Perform all specified pre-imaging tasks and services pre-approved by customer
6. Provision the image specified on the CDW order to the device
7. Perform all specified post-imaging tasks and services pre-approved by customer
8. Perform a multi-step quality assurance check on each device
9. Capture information as part of CDW’s standard value-added Asset Tracking Service (reports are available on customer’s CDW extranet) which contains: order #, order date, PO #, invoice #, invoice date, part description, serial # and asset tag # (if applicable).
10. Repackage the device for shipment using the original equipment manufacturer’s box unless specified otherwise
11. Notify the customer of a configuration issue the same day the issue is discovered
12. Obtain change authorization from customer prior to making any changes to image builds or device configuration

Quality Assurance
“Together we strive for perfection” is our stated goal for quality assurance. CDW has a team of engineers, technicians and team leaders trained for work on image deployments. Customer specific deployment instructions are strictly followed to ensure your devices are image and configured your way. If any issues are encountered, CDW will contact you immediately to resolve the issue. Each device goes through a comprehensive quality control process that includes QC checks by the primary configuration technician and a second QC technician. CDW is ISO 9001:2008 certified and the names of the primary technician and QC technician are recorded for all orders. Team members are held accountable for adhering to our quality control procedures.
Security Monitoring Controls and Programs

Our security team monitors all facilities 24x7 from Security Control Centers in our two configuration centers/distribution centers located in Vernon Hills, IL and North Las Vegas, NV. A number of security controls, policies, and programs are in place:

- Security Officers – are deployed throughout our configuration centers/distribution centers and at entrance/exit doors to monitor activities.
- Camera Systems – over 1,000 cameras protect the offices and configuration centers/distribution centers. These cameras observe facilities, access control points, emergency doors, stairways, and parking lots. All of our cameras are monitored 24x7 from our security control center and backed up with digital video recorders. In the case of an incident we can retrieve video history for investigation.
- Search and Inspection Policy – everyone must open his or her bags, containers, packages, toolboxes, etc. for inspection when entering or leaving configuration center/distribution centers.
- Metal Detectors – metal detectors are installed and monitored at all exit doors from the configuration centers/distribution centers to protect against theft.
- Doors and Locks – keys to doors and locks are controlled and maintained by security management.
- Photo ID Electronic Access Control Program – every CDW coworker is issued a CDW photo ID card with his or her photo on it. IDs must be presented to security personnel upon entering the building. Coworkers without their CDW photo ID card need to sign in and be escorted into the building. Access control helps restrict unauthorized individuals from entering a property, building, room or door. Electronic access control is achieved through a card reader system for a specific door, which when swiped or scanned, opens the door. In many cases, access control is augmented by our receptionists, security officers, locks and keys.
- Visitor Entry Control – all visitors must sign in at our electronic sign in stations located at all entry points. It is required that all visitors display a valid photo ID in order to be allowed into the building.
- Intrusion Detection Systems - Each facility has an intrusion detection system installed to protect coworkers and company assets. The system has various devices or sensors that detect security breaches and signal an alert or alarm to a panel that is monitored 24x7 by personnel located in our Security Control Center.
- Vehicle Patrol Program – CDW security vehicles patrol the configuration centers/distribution centers properties.

FAQs

1. What imaging utilities does CDW support?
   Answer: Symantec Ghost, Altiris, Acronis and we accept standalone .WIM files (Windows Image Files)

2. How can the image be provided to CDW?
   Answer: The fastest method is to upload the file using CDW Configuration Center FTP Instructions (provided by your Account Manager). Alternatively you can send a fully configured system or hard drive to CDW for image capture using a miscellaneous RMA created by your CDW Account Manager.

3. How many builds can be completed per day?
   Answer: This is contingent on a number of factors including image size and the number and type of configuration tasks and services for the specific project. CDW Configuration Services averages over 5,000 builds per day. Contact your CDW Account Manager with questions on a specific order.

4. Is there a limit to the number of images that can be stored at CDW?
   Answer: There is currently no set limit

5. Will an OEM recovery partition be retained (if applicable)?
   Answer: Only if it is included within the customer provided image or master unit

6. Will CDW configure Sysprep?
   Answer: Only upon request based on the out-of-box-experience (OOBE) desired and subject to an additional service fee

7. How long will CDW retain my custom image?
   Answer: A minimum of 6 months after the image is last used
8. If additional hardware components are part of a configuration how are drivers and software handled?
   Answer: If CDW is to boot the device then CDW will install any manufacturer provided driver and or software
   that are not already part of the image provided. CDW must have appropriate login credentials to complete
   driver and software installation.

9. Can CDW create a custom recovery partition that reflects the custom image?
   Answer: Yes, upon request and subject to an additional service fee (some restrictions apply)

10. The current system for an image on file is end of life (EOL) and will be replaced with a new model. Can CDW
    verify that the current image will work with the new system?
    Answer: Contact your CDW Account Manager to initiate testing against your new model. Additional services
    fees apply.

**Contacting CDW Configuration Services**

Contact your CDW Account Manager to arrange a conference call with a Configuration Services Specialist to
discuss a custom imaging solution to meet your deployment needs.

[CDW Configuration Services on CDW.com](http://www.cdw.com)