



# MANAGED INFRASTRUCTURE SERVICES

and

# CDW

and **NOW YOU HAVE HELP  
FOR THE HEAVY LIFTING.**





# THE TOOLS YOU NEED.

Running an efficient IT department is a difficult task. Trying to manage a complicated cloud infrastructure solution at the same time can be overwhelming. But the advantages of IaaS are too great to be ignored. That's why we created our managed services for cloud infrastructure. With help from our experts, you'll be able to fully realize the benefits of IaaS. And you'll have the freedom to focus on the bigger picture.

## CHALLENGES

These four problems can keep you from getting the most out of your IaaS solution:

**Lack of experience.**

The knowledge required to run a cloud-based infrastructure is deeply specialized and can vary depending on your service provider's technology. Even the strongest IT teams may lack the necessary experience.

**Staff turnover.**

Given the high demand for cloud management all-stars, you run the risk of losing your knowledgeable staff members to other teams. In fact, over two-thirds of IT professionals believe that it's a significant challenge to find, develop and retain talent.<sup>2</sup>

**Shifting priorities.**

The improvement of operational processes is now the No. 1 priority for many IT organizations.<sup>2</sup> While a cloud infrastructure can help you to reach those organizational goals, the management of that infrastructure requires full-time dedication.

**Third-party management.**

Many organizations are handing off the management of their cloud infrastructure to an outside agency. Because every facet of your organization depends on it, it's important to make sure that your infrastructure is being managed by a partner you trust.



<sup>1</sup> IDC Directions 2014, How the 3rd Platform Is Disrupting Partner Ecosystems, March 2014  
<sup>2</sup> McKinsey Survey, IT Under Pressure: McKinsey Global Survey Results, March 2014



## SOLUTIONS

Every cloud infrastructure solution is unique. And that means there's no one-size-fits-all answer to the problems you may be facing. Our dedicated cloud management team works with a number of resources to create solutions that meet your organization's requirements. All of our services can be mixed and matched, and we offer varying levels of support depending on how much help you need. So you can lighten the load without sacrificing control.

### We can manage a number of your cloud infrastructure's components, including:

#### Unified communications.

We've deployed over 4,000 UC environments and can ensure maximum uptime for your system.

#### Hosted private cloud.

We can host and manage your private cloud in our own data center, or we can manage it for you in your own environment or a third party's data center.

#### Hosted public cloud.

We can also host and manage your public cloud resources, including storage, backup and computing.

#### Wireless.

From controllers to access points, we can manage multiple aspects of your wireless network to keep it operating efficiently.

#### Operating system.

We can take control of your server's operating system, whether you run Windows, Unix, IBM, AIX, Red Hat or nearly any other OS.

#### Network.

Our highly skilled technicians can help ensure that your network will be able to handle its load while keeping costs predictable.



*Microsoft® Windows® Azure™ is an Internet-scale, high-availability cloud fabric that operates on Microsoft's globally distributed data centers. Windows Azure and its related tools support the development and deployment of applications in a hosted environment, extending the on-premises data center. It can also be used to deploy existing and new application platforms.*

### For each of the component areas, we can provide a range of services, including:

#### Infrastructure monitoring.

Detecting threats to performance and availability.

#### Assessment and design.

Determining whether your infrastructure is designed to handle a cloud solution and designing one that can.

#### Operational support.

Managing your infrastructure's components to ensure they remain properly configured over time.

#### Alerts and diagnostics.

Managing alert notifications, escalations and root-cause diagnostics, and recommending solutions to short- and long-term problems.

#### Patch management.

Relieving your staff of routine hardware-update tasks.

#### Vendor incident management.

Communicating and coordinating with vendors when you need a repair or replacement.

### And we offer three different levels of service:

#### Bronze.

Complete monitoring of managed resources, continuous tracking of resource utilization, and web-based reporting for both real-time and historical performance insight.

#### Silver.

All of the above, plus proactive installation of required security patches.

#### Gold.

All of the above, plus proactive installation of firmware, service packs and bug fixes; complete problem resolution; and management of vendor-specific maintenance tasks and incident management.



## YOU and CDW

Our teams receive regular training in the latest developments, which means that our technicians can expertly manage any area of your cloud infrastructure solution. And if you haven't yet made the move to the cloud, we can help you design a custom solution. So you'll have a cloud built to your exact specifications.

### There are major benefits to sharing cloud infrastructure management. Here are just a few of the perks of partnering with us:

#### 24-hour coverage.

Our experts are available around the clock, so you won't have to keep your IT department staffed overnight.

#### Wide-ranging expertise.

You'll have access to hundreds of highly trained and certified technicians and their knowledge base.

#### Predictable monthly cost.

Your rate won't change from month to month and you won't have to budget for emergency staffing, making financial planning more convenient.

#### Improved organizational innovation.

The burden of management will be lifted from your IT team, freeing them to pursue organizational goals.

#### Remote management capabilities.

Using our proprietary remote technology, you'll be able to manage your IT environment from anywhere in the country.

## EMC<sup>2</sup>

*EMC<sup>®</sup> XtremIO™ is an all-flash, scale-out, enterprise storage array that substantially improves I/O performance. Purpose-built to leverage the advantages of flash media, XtremIO delivers new levels of real-world performance, administrative ease and advanced data services for applications.*

### READ ALL ABOUT IT

Interested in how managed cloud services from CDW can ease the stress on your IT department while moving your organization forward?

**Read our white paper at [CDW.com/managedservices](http://CDW.com/managedservices)**



**To learn more about our managed services and how we can help you with your cloud infrastructure, call 800.800.4239 or visit [CDW.com/managed-services](http://CDW.com/managed-services)**

