

# PROFESSIONAL SERVICES

and

# CDW

and **SEE HOW BETTER I.T.  
MEANS BETTER  
BUSINESS OUTCOMES.**

OPPORTUNITIES | SOLUTIONS | YOU AND CDW





# BUSINESS-FOCUSED SERVICES: FROM START TO FINISH.

The pressure is on IT: Improve business outcomes. Increase productivity. Enhance the customer experience. And do it all with fewer in-house resources. CDW's IT professional services team can help. From initial assessment to design and deployment, they can take on a complete data center overhaul, new collaboration or mobility solution, a security update, and more. Getting the most out of technology requires more than selecting a solution, it means making it work for your organization.

## OPPORTUNITIES

IT is a world of constant invention and iteration. And every new piece of technology is a new opportunity. With the right services to take advantage of the latest technologies, IT pitfalls can quickly turn into possibilities.

### The pitfalls

#### LACK OF IN-HOUSE EXPERTISE

Not even the largest IT departments have experts in every niche IT solution. So when it's time to update existing systems or deploy new ones, your team may not have the expertise to assess, design, deploy and manage new technologies in house.

#### UNDERUTILIZED TECHNOLOGY

Without proper training for IT staff – and in some cases, end users – the potential benefits of many new technologies can go untapped.

### The possibilities

#### OPTIMIZED UTILIZATION

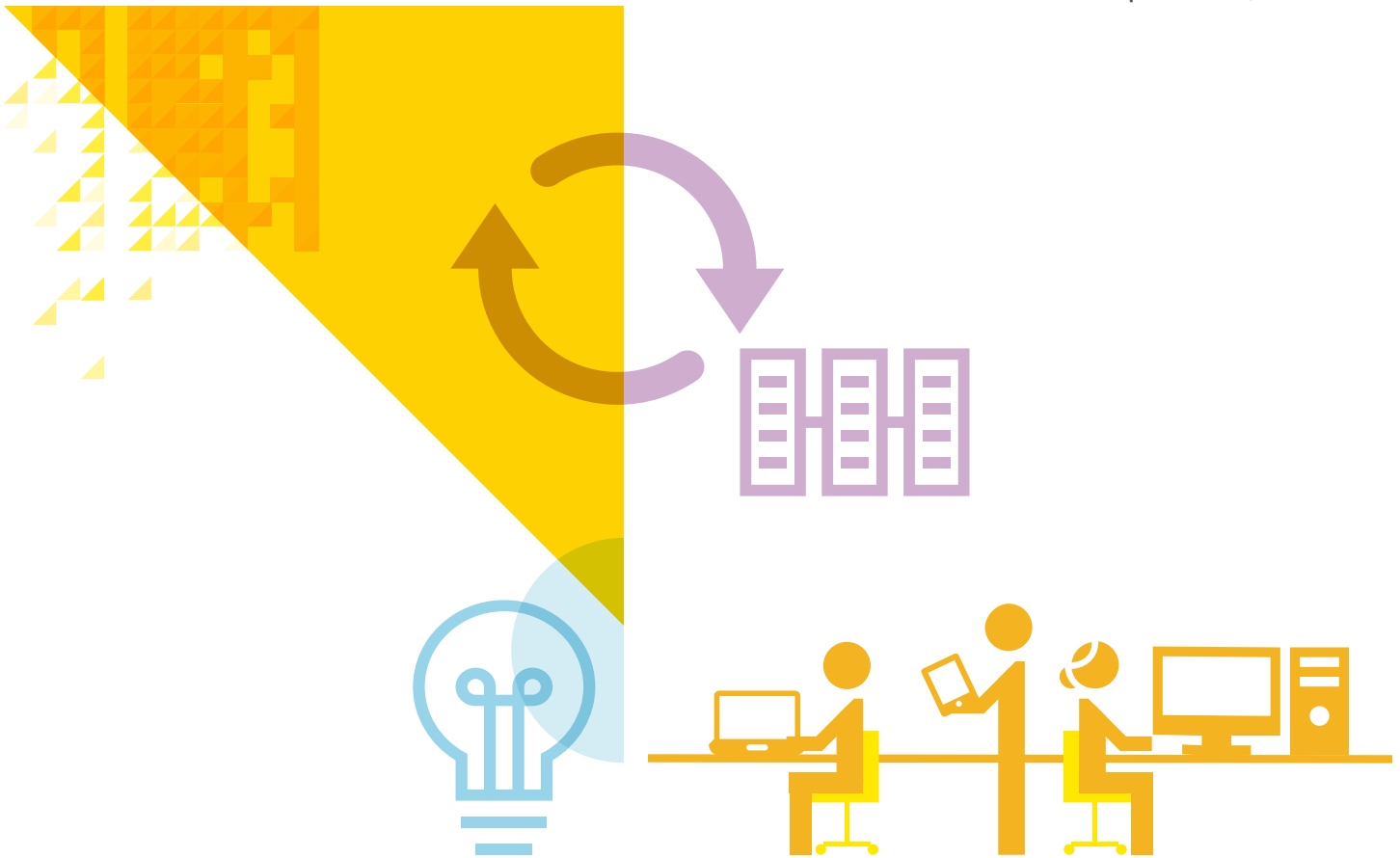
Professional services can help increase feature adoption by workers, helping your organization get more from its IT investment.

#### INCREASED REVENUE

More effective and efficient IT can free up workers so they can focus on projects that increase revenue.

#### REDUCED TCO

Many new technologies offer delivery methods and other features that can reduce total cost of ownership. Professional services can help you take advantage of potential savings.

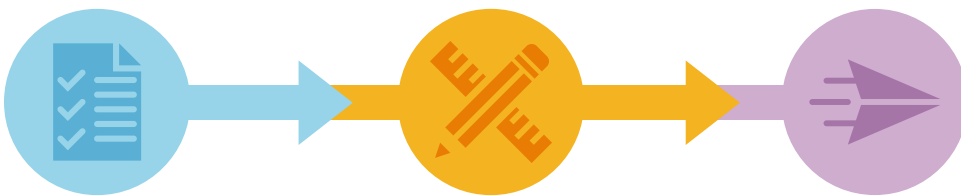


## THE CDW SOLUTIONS

### Your IT department, multiplied

CDW extends the capabilities of your in-house team by offering critical IT services designed and delivered by our seasoned experts, complemented by access to exclusive industry partnerships. Whether locally or nationally, we provide you with the expertise and custom services you need to drive positive business outcomes.

CDW professional services include:



#### ASSESSMENT

- IT Strategy Reviews and Development
- System Health Checks
- Cloud Readiness Assessments
- Solution Category Assessments
- Detailed Vendor Evaluations

#### DESIGN

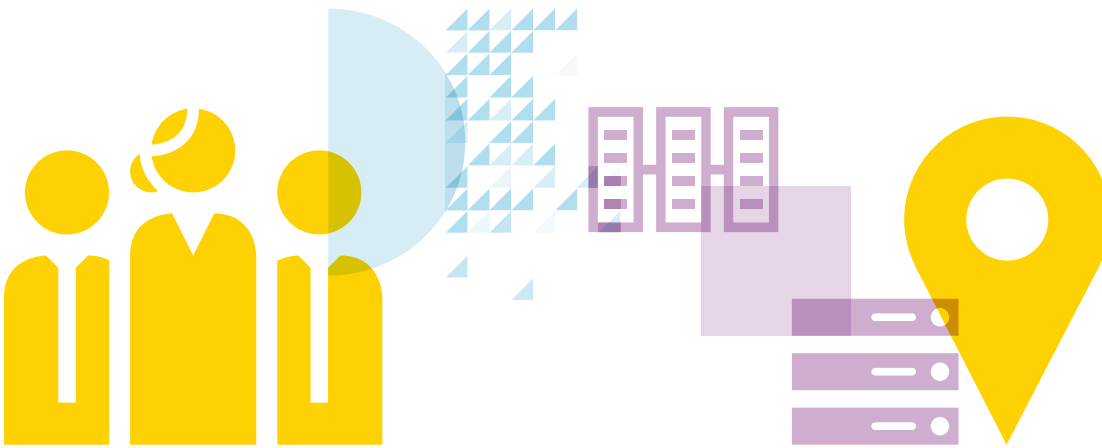
- System/Architectural Design
- Deployment Planning
- Proof of Concepts

#### DEPLOYMENT

- Implementation Services
- Migration Services
- Integration Services
- Training and Adoption Services
- Product Acquisition Services

#### OUR PROFESSIONAL SERVICES TEAM OFFERS A VARIETY OF ENGAGEMENTS ACROSS:

- Data Center
- Security
- Mobility
- Collaboration
- Cloud



## YOU and CDW

### The right people with the right technology, right where you need them

Our professional services team offers experts across a breadth of technology with access to leading partners in offices all over the country, so you don't have to go to multiple service providers in multiple locations and worry about integration issues. Plus, we'll always use consistent and proven project management methodology – ensuring there are no surprises for you.

### The right people

#### LEADING TALENT

CDW attracts the top engineers and solution architects in the country. They are among the most highly certified, and perhaps more importantly, most seasoned in the industry. They understand how to improve operational efficiencies, increase IT ROI and reach the market faster.

#### EXPERT EXPERIENCE

Our solution architects and engineers have performed more than 100,000 services engagements – giving them learnings, data and experience that a local VAR simply can't replicate. Additionally, CDW's professional services team has a vast knowledge base that they share with each other using various internal tools.

### The right technology

#### DEEP, MULTIVENDOR EXPERTISE

CDW is one of the few providers in the country that offers true multivendor, dedicated presales resources to help ensure you get the solution that best fits your unique needs. Plus, our team has earned the highest level of certifications and credentials with the biggest technology providers in the industry, including Cisco, Microsoft, VMware, NetApp and EMC.

### The right place

#### LOCAL ATTENTION, NATIONAL SCALE

We operate nationally. That means we will always have an expert to help you – no matter how niche the technology area. Our 33 local branches, more than 1,100 Services professionals and preferred partner network ensure that your organization gets the attention it deserves.

**To learn more about CDW professional services,  
call 800.800.4239 or visit [CDW.com/professional](http://CDW.com/professional)**



#### INDUSTRY EXPERIENCE

Our experts have a rigorous focus on achieving and maintaining critical industry certifications, including: ITIL, SSAE 16, PCI, HIPPA and more.



#### KNOWLEDGE TRANSFER

When we complete a project for you, we take the time to do a full knowledge transfer to ensure your internal team is ready to maintain and manage the technology from day one.

