

WHY CDW AND MICROSOFT

A Valued Partnership

For more than twenty years CDW has enjoyed a trusted relationship with Microsoft. As a global Gold Partner and **Azure Expert MSP**, we provide a comprehensive array of solutions across the Microsoft technology stack, all tailored to our customers' individual requirements to ensure they achieve their business objectives and are a perfect fit for the modern workplace.

As one of only a handful of direct Cloud Solution Providers to work with Microsoft, CDW has the expertise you need to get the most out of your Microsoft products. We can supply the whole bundle (licences, hardware, migration and management), saving you time, money and resources.

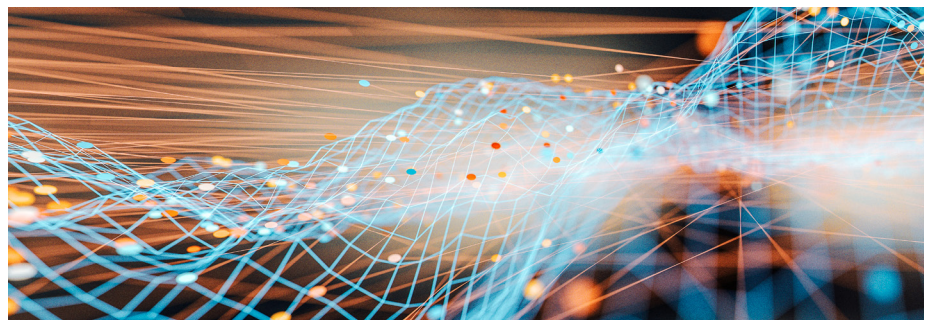
CDW's expertise runs deep across the practice, from our pre-sales skills and cloud solution architects to our consultants and extensive professional services portfolio. Our local, in-house dedicated Microsoft resources include:

- 14** cloud and workspace solution architects
- 32** hybrid cloud and integrated technology solution architects
- 18** technical delivery engineers
- 14** cloud and software consultants
- 12** cloud operations consultants
- 11** cloud transition and delivery
- 76** Microsoft accredited individuals

Competencies

At CDW we are fully accredited in competencies that span the Microsoft solution stack, highlighting the breadth and depth of our expertise:

- Application Development
- Cloud Platform
- Cloud Productivity
- Collaboration and Content
- Datacentre
- Messaging
- Small and Midmarket Cloud Solutions
- Windows and Devices
- Security
- Data Analytics
- Enterprise Mobility Management
- DevOps



Modern Workplace + Surface

The modern workplace embraces agile or flexible working, giving employees the freedom to work in a way that best suits them.

Microsoft Surface devices, alongside the unparalleled communication and collaboration features of Windows 10, Microsoft 365, and enterprise-grade security, are powering a new era of agile working. Microsoft Teams – the cloud-based hub for teamwork in Microsoft 365 with chat, meetings, calling, and Office apps all in one place – is most effectively leveraged on a Surface device. For more personal-feeling interactions and stronger collaboration, Surface devices feature Vivid PixelSense touchscreens, premium cameras, mics, and speakers, to bring everyone together in realistic real-time detail. Surface also runs your Office apps no matter where you are, with all-day battery life for uninterrupted productivity.

We are a UK Authorised Device Reseller of the Microsoft Surface and Surface Hub range, giving us access to a host of dedicated resources and programmes, along with support escalation routes. We can offer a wide range of options to support the deployment of these devices, which means our customers can have full confidence in CDW's ability to deploy, configure and manage their Surface devices.

Most importantly, CDW brings together these solutions and delivers the Microsoft 365 experience on Surface devices. CDW has Proof of Concept capabilities to showcase Microsoft's solutions in action and demonstrate their value to your organisation.

- More than **eight out of ten** employees today say they would turn down a job that didn't offer flexible working
- The Millennial and Generation Z workforce expect the ability to work from any location
- They also use text and chat more than any other generation, rating chat almost as favourably as an in-person meeting
- The time employees spend in meetings, on phone calls, or answering emails has increased roughly **50 percent** and now takes up **80 percent** or more of their time

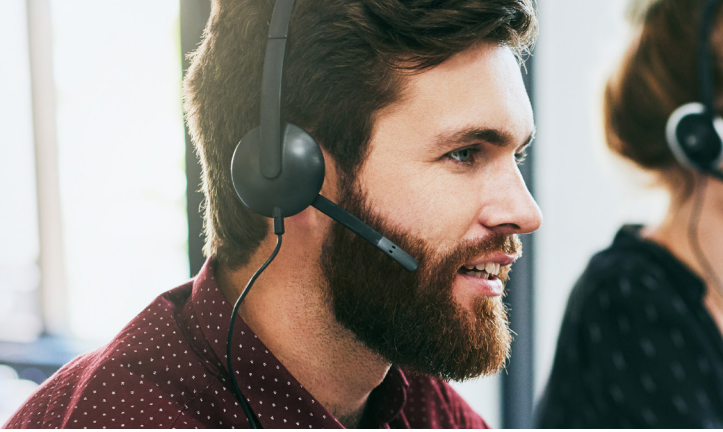


“
I'm pleased to work with CDW, and I would strongly recommend them as a trusted IT partner that will work with a customer to find the best solution for their business needs. Their expertise, professionalism and support are excellent.”

Aaron Clayton, chief technology officer at The Midcounties Co-operative

Azure

CDW is certified by Microsoft as a global Azure Expert MSP, which recognises both our depth and breadth of expertise, as well as our defined and consistent methodology to supporting and managing our customers' Azure environments. Regardless of where you are in your cloud journey, we have the experience and knowledge to help accelerate your migration to Azure. CDW can analyse your existing workloads to ensure an optimised experience from both a cost and governance perspective, and help you manage this environment by leveraging the capability of our 33,000 square-foot Service & Network Operating Centre in Peterborough, UK. Our approach takes careful consideration of your existing infrastructure, applications and data to provide consultancy that supports you in the short- and long-term, as well as delivering upon transformational objectives that align to your business priorities. We deliver this experience through a host of dedicated experts including Azure Architects, Project Managers, Technical Consultants, Service Transition Managers, Technical Account Managers and Sales Specialists. Coupled with our ability to deliver this on a global scale, you can feel confident that CDW has the tried and tested expertise to support your Azure journey.



CDW Cloud Services

CDW also offers a robust suite of services around the modern workplace and cloud.

Professional Services

If you have yet to make the transition to the Microsoft cloud and are looking to get more out of an existing deployment, CDW will work closely with you to understand your specific business and technical needs. We'll act as an extension of your team to quickly identify and deploy the right solution for your organisation, along with the supporting integration and adoption services.

CloudCare® for Microsoft 365

CloudCare® for Microsoft 365 is a comprehensive managed service that offers an alternative to supporting your Cloud Services in-house or purchasing a costly Premier Support Agreement with Microsoft.

The service, delivered out of CDW's secure International Network Operation Centres, is operated by teams of Microsoft certified architects, consultants, engineers and backend operational teams. CloudCare® for Microsoft 365 enables your business to efficiently adopt and use Microsoft Licence-based cloud services and delivers ongoing support capability.

Microsoft licence-based Cloud Services

You can still get CloudCare® for Microsoft 365, even if you have an existing Microsoft Enterprise Agreement or licensing agreements with other providers. You also have the option to transfer your licences to CDW for free billing, subscription and incident support.

CloudCare® for Azure

One of the most popular and valuable uses of cloud computing services is utilising Microsoft Azure to host business application and services. With CloudCare® for Azure, CDW can provide a fully managed migration of your workloads to Microsoft Azure, and a comprehensive managed service offering which includes monitoring, service desk, technical support services, and architecture guidance.

CDW Services Suite

CDW provides a range of value-added services for the Surface family and Microsoft software stack as well as deployment options, licences, integration and training for users on the devices.

We can also ensure customers are up to date with their software – with Windows 7 no longer receiving security updates we can orchestrate the migration to the latest version of the operating system, Windows 10.

The CDW services suite, which enhances the solutions available directly from Microsoft, includes asset tagging and tracking, Autopilot, imaging, delivery services and fulfilment, installation and deployment through to product support, replacement and repairs, and end of life data wipe services and trade-ins.

Our delivery services range from straightforward 'image device and ship' through to a range of deployment options, including time with an engineer. A custom deployment option is also available, driven by your business requirements and priced according to specification.

In particular, Autopilot is a faster, cloud-driven way to deploy and configure Surface devices that saves the IT team valuable time and resources. Using Azure Active Directory (AAD) and Mobile Device Management (MDM) to manage and configure the Surface devices, CDW can deliver directly from our in-house configuration centre to wherever the user is based, with all devices pre-loaded with their individual profiles and the applications they need to do their job, so they are ready to start working immediately.







The deployment was finished much quicker than I thought, which is a testament to the work of CDW's team, from the design phase right through to engineering and a very smooth transition. We were very impressed by their level of expertise.”


Matt Cannon, Group IT Manager at Ebbon-Dacs

CDW Approach

CDW applies a four-module approach to ensure Microsoft is the perfect fit with your organisation:

Assess	Design	Deploy	Manage
 <p>We evaluate current software and resource usage and conduct an inventory on existing licences and contracts, so you know exactly what your organisation needs to execute your internal projects, including readiness to utilise cloud services.</p>	 <p>CDW creates a long-term strategy and aligned solution design for cloud and software management to better achieve business goals within a budget and a timeline.</p>	 <p>CDW has the resources and expertise to migrate, install, integrate and deploy new cloud and software solutions efficiently and effectively. We offer Jumpstart, CloudPlan®, Migration, Health Check and other services to maximise your benefits from investment in Microsoft products.</p>	 <p>We can help you manage your Microsoft environment long-term through asset management, contract management and our CloudCare® managed service for cloud workloads.</p>

IT Orchestration



CDW's extensive experience in delivering solutions across a range of Microsoft products and devices means you can rest assured that all services will be delivered by engineers accredited with appropriate Microsoft certifications and with expert technical knowledge. All services will be carried out in accordance with the ISO 27001 Information Security Management standard, which covers privacy, confidentiality and IT security issues.


We offer a range of support SLA options which minimise downtime and disruption to your business operations caused by hardware failures on the relevant Surface devices – we can reduce the five day repair service provided directly from Microsoft to as little as four hours, for example.

Further, with access to a network of nationwide experienced engineers and a purpose-built Network Operations Centre, CDW can provide a 24/7 support and service desk facility to all its customers across the UK and Ireland.



At CDW, there's no such thing as one-size-fits-all. From pre-sales to solutions architects to engineers, we have the experience, expertise and relationship you can trust to provide you with the exact Microsoft solution for your organisation.

Email us [here](#), or speak to your account manager today about how CDW can help you unlock efficiencies and increase productivity across your organisation.

 Follow us to stay updated on all our latest announcements, product developments, and relevant industry news.

