

WE GET FIRST-CALL SUPPORT AND RESOLUTION

CDW Technology Support

CDW Technology Support is CDW's branded support offering, backed by the manufacturer's collaborative warranty* support service. We understand that when your network is down, you need a quick resolution. By engaging with CDW, you have a faster resolution due to the depth and breadth of our engineering expertise. We understand "YOU," our client, and provide a more personalized experience.

*Currently supports Cisco. More OEMs coming in 2020.

CDW Technology Support can you help you achieve:



Operational
Efficiencies



Reliability



Reduced Risk

Orchestrating the Right Solution

Due to CDW's depth and breadth of expertise, we are able to get a top-level TAC engineer more quickly than a client can, resulting in quicker incident resolution. Some of the features and benefits of CDW Technology Support (CTS) include:

- We provide a dedicated phone number, 24/7/365, to use to request support.
- CTS clients are given top priority for incident resolution and escalation. CDW constantly monitors our CTS Performance Dashboard and holds weekly internal calls to review any and all CTS cases to ensure quick resolution, case closure and client satisfaction and delight.
- A Cisco Support Partner contract is purchased through Cisco so the client does not lose the ability for upgrades, updates, etc., and may be provided software download access to those contracts if requested.
- CDW Technology Support allows you a single point of contact. We provide 24/7/365 end-to-end ownership of all incidents, service requests and support for maintenance, hardware replacement, knowledge base and software support.
- If after troubleshooting, CDW engineers determine that a device needs to be replaced, CDW will request the RMA from Cisco on the client's behalf and have it sent to the client location. We will also dispatch an engineer to meet that part and swap out the device for the customer.

CDW GETS CISCO

No other Cisco Gold Partner in the world offers CDW's combination of expertise and experience. We are a one-stop shop for Cisco solutions, having attained the broadest range of expertise across multiple technologies. CDW is also Cisco's largest U.S. National Direct Integrator Partner.

Gold Certification and five Masters

- Master Enterprise Networking
- Master Collaboration
- Master Security
- Master Cloud and Managed Services
- Master Cloud Builder

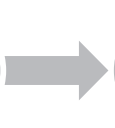
Advanced Technology Provider Certifications

- Unified Contact Center Enterprise
- Identity Services Engine
- Cisco Application Centric Infrastructure
- Cisco Telepresence Video Master
- Telehealth reseller

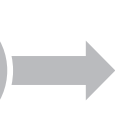
CDW's full lifecycle of Services can support your business no matter where you are on your journey



Design



Orchestrate



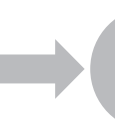
Manage



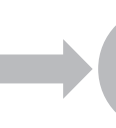
On-Premises



On-Journey



Cloud-Based



Services Checklist

The following services are included in CDW Technology Support:

Services	CDW Technology Support
24/7/365 access to CDW Technology Support	✓
Vendor escalation	✓
Onsite hardware replacement	✓
Software subscription	✓

Certifications

CDW has an experienced pool of Cisco-certified professionals to deliver the right solution for you:

- More than 700 Cisco-certified sales experts (CSSE 6)
- More than 200 Cisco-certified Network/Design/Voice professionals
- More than 300 Cisco-certified Network/Design associates
- More than 50 Cisco-certified Internetwork experts and CCDW

Why CDW Managed Services?

CDW can extend your IT capabilities by helping manage your most complex infrastructure and applications – allowing you to focus on growing your business and delighting your customers. Our experts have the knowledge to deliver holistic, secure solutions tailored to your needs and goals. We'll help you identify the right service to ensure your critical technology runs optimally and is cost-effective while your team stays focused on forward-thinking initiatives.

To learn more about CDW Technology Support, call your account manager or 800.800. 4239.

