CDW AMPLIFIED™ Infrastructure Services

WE UNDERSTAND NEEDING TO MIGRATE TO THE CLOUD QUICKLY.

CDW Amplified™ Hybrid Cloud
CDW Managed Services for VMware Cloud on AWS

Through specialized partnerships between VMware, Amazon Web Services (AWS) and CDW, accelerating technology innovation and organizational agility with a cloud-first strategy has never been easier. VMware Cloud (VMC) on AWS is a purpose-built hybrid-cloud environment that leverages native VMware technology, owned by VMware, and managed natively by CDW Services. Design, implementation and operational support are all provided from one trusted partner, CDW.

CDW Managed Services for VMware Cloud on AWS can help you achieve:

Operational Efficiencies   **Reliability**   **Reduced Risk**

Orchestrating the Right Solution

Customers today are challenged with two key objectives. They want to migrate to the public cloud quickly, but they are also tasked with modernizing their business applications in order to run them natively, effectively and efficiently in the cloud. VMC on AWS allows organizations to simplify and scale today while retaining the functionality and operational efficiency of their current applications with VMware technology.

With our strategic and technical expertise, CDW will assess, design, migrate and manage your environment in VMC on AWS. Innovate and accelerate your cloud transformation journey with CDW, and experience the outcomes you have been looking for:

- A hybrid-cloud solution that enables public-cloud benefits faster and easier than rearchitecting key business applications

- VMC on AWS, a consistent experience for on-prem workloads and public cloud

- Migrate, protect and scale mission-critical VMware vSphere-based applications utilizing AWS

- Portability to the public cloud while modernizing enterprise apps

- A consumption-based solution, provisioned, supported and managed by a single provider, with options for the level of support you need

With VMC on AWS, you can have everything you need in a strategic solution and partnership: leading technology, a consistent platform experience, consolidated consumption-based billing with unified around-the-clock support from industry-leading account and technical teams — all from one of the most advanced VMware and AWS partners in world.

CDW + VMWARE

CDW and VMware have teamed up to bring our leading capabilities together to deliver a truly compelling and differentiated solution featuring VMware Cloud (VMC) on AWS. CDW carries a broad set of capabilities around VMware, including leading cloud, compute, storage and network virtualization capabilities.

Our team of highly skilled engineers has designed platforms, migrations and multi-cloud solutions for organizations of all types and sizes.

Our delivery teams feature VMware-certified engineers, and, as a VMware Principal Cloud Partner, CDW is fully certified to deliver VMware Cloud solutions.

We design, orchestrate and manage customized services and solutions for thousands of customers. Let CDW focus on the IT business, so you can grow yours.

- 11,000-plus customers have bought VMware through CDW

- CDW has earned 21 technical competencies, including Master Services Competencies in Cloud Management, Data Center, Network Virtualization and VMware Cloud

- CDW-badged resources have been working with VMware Cloud on AWS for five-plus years

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

Design → Orchestrate → Manage   On-Premises → On-Journey → Cloud-Based

CDW

Services Overview

CDW Managed Services for VMware Cloud on AWS are designed around the top public and hybrid cloud challenges confronting organizations today.

Transition Services	
Design, Assess and Readiness Services	**Included**
Readiness assessment and preparation	✓
Design, base configuration and best practice recommendations	✓
Provisioning and service activation in CDW tenancy	✓
Customer portal activation and subscription billing	✓
Enterprise Command Center access 24x7x365	✓
VMware support ticket management and escalation	✓

Managed Services — Two tier options from which to choose (Essential or Basic)	
Basic Tier	**Included with Basic**
Technical Support and Incident Management • Access to 24x7x365 customer-requested support from CDW; escalation to VMware Cloud Services as needed • Contact CDW via phone, chat, service portal or email • Tracking and recommend remediation of incidents from manual requests	✓
Management Portal Access • Consumption tracking and graphical views of your spend • Auto-generating reports • Billing advisory	✓
CDW Security and Capacity Advisor • Identify common security concerns • Provide rightsize recommendations for your cloud resources	✓
Essential Tier (includes everything in Basic Tier, plus the following enhancements)	**Added with Essential**
Proactive Technical Support and Incident Management • 24x7x365 proactive service monitoring and support from CDW; escalations to VMware Cloud Services via CDW's Enterprise Support Center • Support includes full proactive incident and change management	✓
Services Monitoring and Remediation • Proactive anomaly, metric-based regression reporting, forecast monitoring and fault detection • Auto-ticket generation and issue remediation	✓
Dedicated Customer Success Manager • Assigned Customer Success Manager (CSM) • CSM is the customer's day-to-day technical contact • Regularly scheduled account and services reviews	✓

ENROLLMENT SERVICES

Included in all levels of Managed Services for VMware Cloud on AWS, we get you started right by providing you with our exclusive LaunchPad and/or Concierge enrollment service.
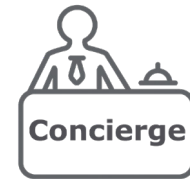
Environment Monitoring
(Included with Essential tier)

• Project management to assist as you transition to CDW Managed Services

• Monitoring baseline — Establishing parameters for infrastructure monitoring

• Introduction to your customer success manager

Hands-on Working Session
(Included with all service tiers)

• Service Portal — Learn how to navigate the portal for easy access to your data

• Management and Reporting Tool — Guided session on how to understand ticket management and requests

To learn more about CDW Managed Services for VMware on AWS, contact your account manager or call 800.800.4239.