

CDW Technology Support for Cisco

When something goes wrong with your Cisco infrastructure, you need help from technical experts who can immediately evaluate the issue, respond quickly and minimize or eliminate any disruption to your operations. You need support from an expert to achieve consistent, up-to-date maintenance of your hardware and software assets to ensure maximum reliability, availability and performance.

24/7 support, backed by Cisco

CDW Technology Support provides an enhanced customer warranty support experience with one contract offering incident management for covered devices. CDW will take first call for our customer to help resolve their issue. If escalation to the OEM is required, CDW will do that on the customer's behalf. CDW Technology Support helps our customers solve their business problem by providing a single solution for their manufacturer support, saving internal IT staff time.

CDW Technology Support for Cisco at a glance

With CDW Technology Support, you retain access to Cisco.com, plus get the added value of personalized support, including:

- Access to 24/7/365 technical support provided by Tier 1 and 2 certified engineers
- Intelligent first-response troubleshooting, beginning with the first call
- Continued compliance with Cisco for support requirements
- Simplified, end-to-end ownership of all incidents and service requests
- CDW will escalate to Cisco upon your behalf when necessary

CDW Technology Support by the numbers



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 Certified Partner

Master Networking Specialization

Master Data Center and Hybrid Cloud Specialization

Master Security Specialization

Master Collaboration Specialization

Cloud and Managed Services Masters (CMSP)

- Advanced Collaboration Architecture Specialization
- Advanced Customer Experience Specialization
- Advanced Data Center Architecture Specialization
- Advanced Enterprise Networks Architecture Specialization
- Advanced Security Architecture Specialization
- Advanced Unified Contact Center Enterprise Specialization
- AppDynamics Specialization
- Cisco TelePresence Video Master Authorized Technology Partner
- Collaboration SaaS Specialization
- Data Center Specialization
- DevNet Specialization
- Hyperflex Specialization
- IoT Specialization
- Networking Specialization
- Unified Contact Center Express Specialization
- Webex Calling with Calling Plan Specialization
- Webex Contact Center Specialization