

# Hardware and software support and maintenance saves your IT staff time.

## 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.

CDW Technology Support for Cisco can help you achieve:



**Operational Efficiencies**



**Reduced Cost**



**Increased Performance**

### One Point of Contact

CDW Technology Support provides an enhanced customer warranty support experience with one contact offering incident management for covered devices. CDW will take the first call to help resolve your issue. If escalation to the OEM is required, CDW will do that on your behalf. CDW Technology Support helps organizations solve their business problem by providing a single solution for 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 24x7x365 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 + 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

**To learn more about CDW Technology Support for Cisco, call your account manager or 800.800.4239.**

