WE GET HOW DOWNTIME IMPACTS YOUR ORGANIZATION.

CDW Technology Support for Microsoft

We understand your Microsoft enterprise platforms, and the businesses they support, require a quick and timely resolution when issues arise in order to reduce or eliminate costly downtime. You need support from an expert to ensure maximum reliability, availability and performance of your software environment. By engaging with CDW, you have a faster resolution due to the depth and breadth of our engineering expertise and partnerships.

CDW Technology Support for Microsoft can help you achieve:

- Operational Efficiencies
- Reduced Cost
- Increased Performance

One of Point of Contact

CDW Technology Support provides an enhanced customer support experience with one contract offering incident management and support for strategic Microsoft platforms. This service helps you reduce exposure to costly downtime that can paralyze business operations by providing a single solution for your manufacturer support, saving internal IT staff time and/or any unplanned expenses for an engineer.

Supported Microsoft Platforms

With CDW Technology Support, you get 24/7 Service Desk and Incident Support on the following platforms:

- Microsoft Server OS
- Azure
- SQL Server
- System Center
- Exchange Online
- Microsoft 365
- Teams
- SharePoint Online
- Dynamics
- Microsoft Endpoint Manager (Intune)
- SharePoint Server (on-premises)
- Exchange Server (on-premises)

CDW Technology Support for Microsoft at a Glance

With CDW Technology Support, you get the added value of personalized attention, including:

- Inscape
- Access to 24/7/365 technical support provided by our certified engineers
- Simplified, end-to-end ownership of all incidents and service requests
- Competitive pricing compared to traditional Microsoft support
- Intelligent first-response troubleshooting, beginning with the first call
- Support engineering to support pre-planned maintenance activities
- Personalized onboarding with the ability to meet with your customer success advisor, as agreed

Microsoft Partner Azure Expert MSP

- Kubernetes on Azure
- Modernization of Web Applications
- Analytics
- Kubernetes on Azure
- Modernization of Web Applications
- Intra and Database Migration
- Microsoft Windows Virtual Desktop
- Intra and Database Migration
- Adoption and Change Management
- Clouds for Microsoft Teams
- Meetings and Meeting Rooms for Microsoft Teams
- Teamwork Deployment
- Identity and Access Management
- Information Protection and Governance
- Threat Protection

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