

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.

24/7 support, backed by Microsoft

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.

CDW Technology Support for Microsoft at a glance

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

- Fast access to 24/7/365 technical support provided by Microsoft-certified CDW 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
- Flexible engineering to support pre-planned maintenance activities
- Personalized onboarding with the ability to meet with your customer success advisor, as agreed

CDW Technology Support by the numbers



CDW GETS MICROSOFT

CDW provides the right combination of certified Microsoft professionals with the expertise and experience to support multiple Microsoft software platforms.

Supported Microsoft 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)

Support coverage provided:

- 24/7 Service Desk and Incident Support (Priority 1 is 24/7, all others are M-F, 7 a.m.-7 p.m. CT)