

# We understand 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 Point of Contact

CDW Technology Support provides an enhanced customer support experience with one contact 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 24x7 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:

- Inscope
- Access to 24x7x365 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

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

## CDW + MICROSOFT

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

<b>Microsoft Partner</b> Azure Expert MSP 	 Microsoft Cloud
 Business Applications	 Private Cloud
 Digital & App Innovation Azure	 Infrastructure Azure
<b>Specialist</b> Kubernetes on Azure AI Platform on Microsoft Azure Migrate Enterprise Applications to Microsoft Azure Build AI Apps on Microsoft Azure	<b>Specialist</b> Info and Database Migration Azure Virtual Desktop
 Modern Work	 Data & AI Azure
<b>Specialist</b> Adoption and Change Management Calling for Microsoft Teams Meetings and Meeting Rooms for Microsoft Teams Teamwork Deployment Modernize Endpoints	<b>Specialist</b> Kubernetes on Azure Analytics AI Platform on Microsoft Azure Info and Database Migration Migrate Enterprise Applications to Microsoft Azure Build AI Apps on Microsoft Azure
 Microsoft Partner <b>Finalist</b> 2024 Partner of the Year Healthcare and Life Sciences Award	 Security
 Microsoft Partner <b>Finalist</b> 2024 Partner of the Year Education Award	<b>Specialist</b> Cloud Security Identity and Access Management Information Protection and Governance Threat Protection

