

# 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)

The following are not covered: Non-U.S.-based tenants, license and billing inquiries, customer development and applications, Microsoft Dynamics (data, queries and custom applications), workstations, end-user applications (i.e., office products), hardware warranties, third-party applications and integrations.

### CDW Technology Support for Microsoft at a Glance

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

- Inscape
- 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.

Microsoft Partner  
Azure Expert MSP  
Microsoft

Microsoft  
Solutions Partner  
Microsoft Cloud

Microsoft  
Solutions Partner  
Business Applications

Microsoft  
Solutions Partner  
Private Cloud

Microsoft  
Solutions Partner  
Digital & App Innovation  
Azure

Microsoft  
Solutions Partner  
Infrastructure  
Azure

Specialist  
Kubernetes on Azure  
AI Platform on Microsoft Azure  
Migrate Enterprise Applications to Microsoft Azure  
Build AI Apps on Microsoft Azure

Specialist  
Infra and Database Migration  
Azure Virtual Desktop

Microsoft  
Solutions Partner  
Modern Work

Microsoft  
Solutions Partner  
Data & AI  
Azure

Specialist  
Adoption and Change Management  
Calling for Microsoft Teams Meetings and Meeting Rooms for Microsoft Teams  
Teamwork Deployment  
Modernize Endpoints

Specialist  
Kubernetes on Azure Analytics  
AI Platform on Microsoft Azure  
Infra and Database Migration  
Migrate Enterprise Applications to Microsoft Azure  
Build AI Apps on Microsoft Azure

Microsoft  
Finalist  
2024 Partner of the Year  
Healthcare and Life Sciences Award

Microsoft  
Solutions Partner  
Security

Microsoft  
Finalist  
2024 Partner of the Year  
Education Award

Specialist  
Cloud Security  
Identity and Access Management  
Information Protection and Governance  
Threat Protection

