## 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:











#### **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

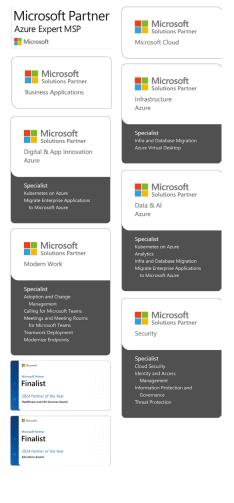
With CDW Technology Support, you get the added value of personalized attention, including:

- 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 traditonal 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