

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.

Microsoft Partner
Azure Expert MSP
Microsoft

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Business Applications

Microsoft Solutions Partner
Infrastructure
Azure

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
Infra and Database Migration
Azure Virtual Desktop

Specialist
Kubernetes on Azure
Migrate Enterprise Applications to Microsoft Azure

Microsoft Solutions Partner
Data & AI
Azure

Microsoft Solutions Partner
Modern Work

Specialist
Kubernetes on Azure
Analytics
Infra and Database Migration
Migrate Enterprise Applications to Microsoft Azure

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

Microsoft Solutions Partner
Security

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

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

Microsoft Partner
Finalist
2024 Partner of the Year
Education Award

