WE GET WHEN YOUR BUSINESS APPLICATIONS STOP, EVERYTHING STOPS.

CDW Amplified™ Support
CDW Technology Support — Microsoft

CDW Technology Support for Microsoft is made possible by a collaboration between CDW and 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. By engaging with CDW, you have a faster resolution due to the depth and breadth of our engineering expertise and partnerships. We understand you, our customer, and provide a more personalized experience.

CDW Technology Support — Microsoft can help you achieve:

- **Operational Efficiencies**
- **Reliability**
- **Reduced Risk**

Orchestrating the Right Solution

CDW Technology Support is a CDW-branded service backed by Microsoft to secure your select Microsoft software support needs. CDW will take your first call to help resolve your issue. If escalation to the OEM is required, CDW will do that on your behalf. Because of CDW’s depth and breadth of expertise, we are able to get a top-level, Microsoft-certified engineer on demand, resulting in expedited incident resolution when you need it most. Some of the features and benefits of CDW Technology Support include the following:

- CDW Technology Support allows you a single point of contact. We provide around-the-clock (for Priority 1 Incidents), end-to-end ownership of all incidents, service requests and software support.
- Prepaid hours of reactive platform support, outage support, and/or scheduled engineering support.
- Flex Engineering support for scheduled events such as the installation of patches and support for upgrades and planned outages.
- The CDW Technology Support Service Desk sets incident priority with you based on business impact.
- The CDW Technology Support ServiceNow Services Portal provides authorized users access to incidents, updates, communications, resolutions, expended and remaining hours, and incident reporting.
- Personalized engagement management to guide you from onboarding and kickoff through incident reviews, questions and escalations as needed.
- Your organization is given top priority for incident resolution and escalation. CDW constantly monitors our CDW Technology Support Performance Dashboard and holds weekly calls to review any and all cases to ensure quick resolution, case closure, client satisfaction and delight.
- Where applicable, CDW handles the escalation to Microsoft, providing a seamless model focused on resolution and customer communication every step of the way.

CDW’s full lifecycle of Services can support your organization no matter where you are on your journey

**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
- Office 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 1s 24/7, all others are M–F, 7 a.m.–7 p.m. CT)
Services Overview

The following services are included in CDW Technology Support — Microsoft:

<table>
<thead>
<tr>
<th>AT A GLANCE</th>
<th>CDW Technology Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services</td>
<td></td>
</tr>
<tr>
<td>24/7/365 access to CDW Technology Support</td>
<td>✓</td>
</tr>
<tr>
<td>Microsoft escalation</td>
<td>✓</td>
</tr>
<tr>
<td>ServiceNow incident management</td>
<td>✓</td>
</tr>
<tr>
<td>Assigned engagement manager</td>
<td>✓</td>
</tr>
</tbody>
</table>

Why CDW Technology Support?

CDW Technology Support can extend your IT capabilities by helping manage your most complex, business-critical applications and platforms — allowing you to focus on growing your business and delighting your customers. Our experts have the knowledge, experience and certifications to deliver exceptional service and delivery tailored to your needs and goals. CDW Technology Support ensures your critical technology runs optimally and efficiently while your organization focuses on strategic initiatives for long-term growth and success.

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