

BRINGING CLARITY TO THE CLOUD.

CDW Amplified™ Hybrid Cloud Managed Services for Azure



Managing a complex/evolving cloud environment requires unique and specialized skills that CDW, a proven and trusted partner, can provide. When production and business-critical systems must remain online without disruption, enlisting the CDW team will keep your organization operating optimally. Our Managed Services for Azure is an integral component of your end-to-end digital transformation.

Managed Services for Azure can help you achieve:



Operational Efficiencies



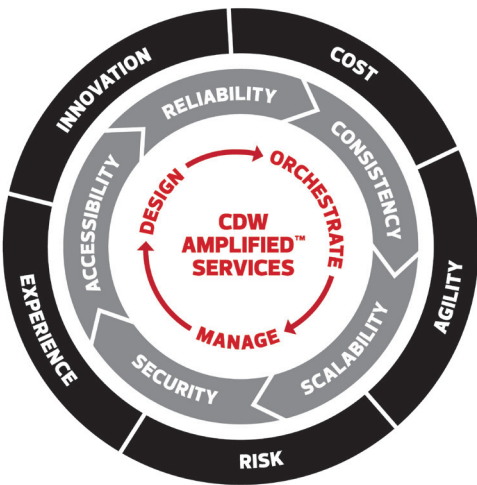
Increased Performance



Reduced Risk

Orchestrating the Right Solution

CDW's Azure-certified architects, consultants and engineers provide the day-to-day management so you can focus on organizational performance, not technology management. Our cloud experts work closely with you to guide your organization to a cloud management strategy that brings clarity to Azure.



Your organization can enjoy the benefits of Managed Services for Azure, including:

- Establishing your security posture
- Improving governance and overall operation
- Increasing availability and performance
- Making informed, strategic decisions based on data

CDW + MICROSOFT AZURE

CDW is an end-to-end provider of cloud applications, solutions and services for public, private and hybrid cloud environments. We are uniquely qualified to design, deliver and manage a flexible solution tailored to your needs. CDW will help you adopt and integrate Azure securely and efficiently. We have a long-standing, award-winning relationship with Microsoft that we extend to our customers. We get Azure!

Microsoft Partner
Azure Expert MSP



Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Business Applications

Microsoft Solutions Partner
Data & AI
Azure

Specialist
Kubernetes on Azure
Analysis
VMs and Database Migration
Migrate Enterprise Applications to Microsoft Azure

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
Kubernetes on Azure
Migrate Enterprise Applications to Microsoft Azure

Microsoft Solutions Partner
Infrastructure
Azure

Specialist
VMs and Database Migration
Azure Virtual Desktop

Microsoft Solutions Partner
Modern Work

Specialist
Adoption and Change Management
Calling for Microsoft Teams
Messaging and Meeting Rooms for Microsoft Teams
Teams Development (Modernize Endpoints)

Microsoft Solutions Partner
Security

Specialist
Identity and Access Management
Information Protection and Governance
Threat Protection

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



Services Overview

Managed Services for Azure are designed around the top cloud challenges organizations encounter.

	Premium	Essential	Basic*
Concierge Team <ul style="list-style-type: none"> Contact via the service portal, phone, chat or email 24x7x365 A single point of contact for all your Cloud Managed Services needs** Billing guidance included for all tiers, including a second set of eyes for your Inscope Budget and Anomaly Alerts 	✓	✓	✓
Cost Management Portal <ul style="list-style-type: none"> Dashboard views of your cloud consumption Budget controls, alerts and reporting Recommended savings, tagging options and right-sizing for your cloud environment 	✓	✓	✓
Technical Support and Incident Management <ul style="list-style-type: none"> 24x7x365 support from CDW Track and remediation of incidents 	✓	✓	
CDW-led Enterprise Support <ul style="list-style-type: none"> Escalation of support to cloud provider; as needed CDW to manage cloud provider cases 	✓	✓	
Next-Generation Monitoring and Remediation <ul style="list-style-type: none"> Proactive anomaly, metric-based regression reporting, forecast monitoring, standard deviation and fault detection; 24x7 Auto ticket generation and issue remediation 	✓		
Technical Account Manager*** <ul style="list-style-type: none"> Assigned contact that knows your organization Regular business reviews to discuss your organization's desired outcomes 	✓	✓	
Cost Management <ul style="list-style-type: none"> Drive accountability against budgets Easily keep track of who owns what cloud resources and subscriptions Evaluate month-over-month spending and utilization trends to quickly identify anomalies 	✓		
Infrastructure Support <ul style="list-style-type: none"> Monitoring of virtual machines using native tools Patch management — OS patching using native tools from vendor-supplied patches during designated maintenance window Backups using cloud-native tools 	✓		
Security Posture Management <ul style="list-style-type: none"> Quickly identify vulnerabilities and remediation strategies Security Frameworks review using cloud-native tools 	✓		
Elastic Engineering**** <ul style="list-style-type: none"> Cloud Managed Services resources to assist with strategy, design, architecting and deploying workloads 	Optional	Optional	Optional

* Basic includes access to the CDW cost management portal and tools to manage cloud costs when CDW invoices for cloud consumption. Basic support is available on a best effort basis M-F 8-5 CST.

** Engagement level based on service tier.

*** Dedicated TAM provided with consumption >\$50k/mo. Pooled resource at all other spending levels.

**** There is an additional services fee when this service feature is added.

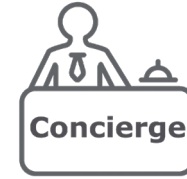
Certifications

CDW has achieved the following Managed Services and Security Industry Certifications:



ENROLLMENT SERVICES

In all levels of Managed Services for Azure, we get you started right by providing you with our exclusive LaunchPad and/or Concierge enrollment service.



Concierge

Full-Service Onboarding
(Essential and Premium Tiers)

- Project management to assist as you transition to CDW Managed Services
- Monitoring baseline — Establishing parameters for next-gen monitoring
- Introduction to your technical account manager



LaunchPad

Hands-on Working Session
(All Service Tiers)

- Service Portal — Learn how to navigate the portal for easy access to your data
- Cost Management and Reporting Tool — Guided session on how to understand your cloud consumption