Experience clarity in the cloud with Managed Services for Google Cloud.

Managed Services for Google Cloud

Managing an ever-evolving cloud environment requires specialized skills — especially when production or business-critical systems must remain online without disruption. CDW's comprehensive next-generation Managed Services for Google Cloud is backed by more than 20 years of managed services support experience. Delivered through CDW's Enterprise Command Center and managed by Google Cloud-approved architects, consultants and engineers, your investment is protected, so you can focus on business outcomes, not technology management.

Managed Services for Google Cloud can help you achieve:

Operational Efficiencies

Increased Performance

Reduced Risk

Managing the Right Solution

CDW's Google Cloud-approved architects, consultants and engineers provide the day-to-day management so you can focus on business performance, not technology management. Our cloud experts work closely with you to guide your organization to an end-to-end cloud management strategy that brings clarity to cloud.

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

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

Certifications

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

NIST — National Institute of Standards and Technology | HIPAA COMPLIANT | COBIT 5 | ITIL | EU GDPR COMPLIANT

PCI DSS LEVEL 1 SERVICE PROVIDER | AICPA SOC 2 | ISO 14001:2015 CERTIFIED COMPANY | ISO 27001 | ISO 28000

CDW + GOOGLE CLOUD

CDW is the most technical Solutions Integrator in the industry. With nearly 250 engineers with expertise spanning from Google Cloud Champion Innovators, Certified Google Cloud Professional Architects and Engineers, Certified Kubernetes Architects to Cisco DevNet Professionals, and a full-stack software development practice, CDW is your technical services partner when results and velocity matter.

- Hundreds of multi-cloud customers served
- Google Cloud Premier Partner
- HashiCorp Hyper-Specialized
- Hundreds of Fortune 5000 customers globally

SELL | SERVICE | BUILD
Premier Partner
Google Cloud

SELL | SERVICE | BUILD
Premier Partner
Google Workspace

SPECIALIZATION
Application Development
Google Cloud

SPECIALIZATION
Cloud Migration
Google Cloud

SPECIALIZATION
Data Analytics
Google Cloud

SPECIALIZATION
Infrastructure
Google Cloud

CDW

Services Overview

Our Managed Services for Google Cloud includes:

- Compute
- Storage
- Networking and Content Delivery
- Security and Identity Compliance
- Database
- Automation
- Serverless
- Containers
- Management Tools and Automation
- Operations and Monitoring
- API Management
- Data Analytics and Application Integration

	Premium	Essential	Basic*
Concierge Team • 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 Inscape Budget and Anomaly Alerts	✓	✓	✓
Cost Management Portal • 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 • 24x7x365 support from CDW • Track and remediation of incidents	✓	✓	
CDW-led Enterprise Support • Escalation of support to cloud provider; as needed • CDW to manage cloud provider cases	✓	✓	
Next-Generation Monitoring and Remediation • Proactive anomaly, metric-based regression reporting, forecast monitoring, standard deviation and fault detection; 24x7 • Auto ticket generation and issue remediation	✓		
Technical Account Manager • Assigned contact that knows your organization • Regular business reviews to discuss your organization's desired outcomes	✓	Optional***	
Cost Management • 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 • 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 • Quickly identify vulnerabilities and remediation strategies • Security Frameworks review using cloud-native tools	✓		
Elastic Engineering • 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 consumption when CDW invoices for cloud consumption. Basic is a self-service. Break/fix and incident support can be provided as Time and Materials at current hourly rates.
** Engagement level based on service tier.
*** There is an additional services fee when this service feature is added.

ENROLLMENT SERVICES

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

LaunchPad

**Hands-on Working Session
(Included with all service tiers)**

- Service Portal — Learn how to navigate the portal for easy access to your data.

- Inscape™ — CDW's cost management and reporting tool, with a guided session on how to understand your cloud consumption.

Onboarding

Basic Onboarding

- Guidance and support for migrating your Google Cloud projects to your CDW billing ID.

Essential Onboarding

- CDW-led Enterprise Support — Our engineers work with you to set up access to your Google Cloud environment.
- Billing Migration — Our engineers support your teams in migrating projects to your CDW billing ID.
- Support Enrollment — Your billing ID and attached projects are automatically enrolled in our CDW-led, Google-backed, Enterprise Support.

Premium Onboarding

- Full-Service Onboarding.
- Project Management — To assist as you transition to CDW Managed Services.
- Monitoring Baseline — Establish parameters for next-generation monitoring and alerting.
- Technical Account Manager — Introduction to your TAM and setup of regular cadence calls.

To learn more about CDW Managed Services for Google Cloud, contact your account manager, email CLS@cdw.com, or visit www.cdw.com/GCP.

Google Cloud   CDW