CDW Professional Services

Identity is at the heart of customer satisfaction.

CIAM Services

Customer-focused organizations know that a great customer experience requires seamless access to an ever-growing array of tools, technologies and systems. But provisioning this access securely and consistently in an omnichannel environment is a challenge for even the largest and most sophisticated organizations.

Modern customer identity and access management (CIAM) tools are the solution. By creating a centrally managed identity for each customer (i.e., patient, student, donor, shopper, etc.) and integrating with all customer-facing systems, your customers are granted access to all the platforms and applications they require. This seamless experience puts the customer at the center of IAM, improving the user experience and enhancing security.

CDW's CIAM Services can help you achieve:

Operational Efficiencies

Increased Performance

Reduced Risk

Finding the Right Solution

Working with top IAM software solutions, CDW provides clients with cutting-edge CIAM programs that streamline customer experiences, simplify compliance and improve data security. We work with our clients to ensure our CIAM solutions integrate seamlessly with existing technology and take into account your unique customer profiles.

CDW offers full-lifecycle CIAM support, giving customers everything they need to design, deploy and manage a world-class CIAM program. CDW has partnerships with all leading CIAM software providers and a deep roster of identity experts ready to support even the largest deployments.

Our CIAM services help you drive toward the critical organizational outcomes that matter: frictionless experiences for users, retention and attraction of new customers, improved access control and visibility, and streamlined management of regulated data.

CDW + CIAM

CDW's CIAM Services enable better security, more efficient processes and sustainable growth. Other benefits include:

- **Improved Customer Experience:** CDW helps you provide customers with flexible authentication methods, customizable profiles and friction-free access.

- **Streamlined Compliance:** CDW gives you the tools and capabilities you need to meet the requirements of regulations like the GDPR, HIPAA, CPRA, PCI DSS and CMMC.

- **Enhanced Security:** CDW helps you design purpose-built CIAM programs, designed to manage access and protect sensitive and confidential customer, patient or student data.

- **Increased Interoperability:** CDW helps your customers more easily move data between your applications and systems, providing them with a seamless user experience.

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

Design → Orchestrate → Manage   On-Premises → On-Journey → Cloud-Based

CDW

Services Overview

CDW helps customers build customer-centric IAM programs that enhance user experience and improve system security.

Service	Available
CIAM Program Design: Our identity experts can help you build or mature your CIAM program, focusing on your customers' needs, organizational objectives and technology stack.	✔
Roadmapping: We can design an objective-based roadmap that addresses your customers' needs, covers your technology landscape and considers your unique risk profile.	✔
Solution Deployment: CDW has a robust network of CIAM solution partners. We can assist you with every aspect of deployment, from choosing a solution to go-live to managed support.	✔
Technology Integration: Our experts can help you configure and implement a CIAM solution that integrates with your existing technology and provides a seamless customer experience.	✔
Managed Services: CDW provides a CIAM managed service solution that solves time-consuming support requests, optimizes your CIAM environment and supports your CIAM team.	✔

Proofpoints

100s
CDW has led hundreds of successful IAM implementations across the U.S.

4M
We manage more than four million identities at any given time.

100M
We have touched more than 100 million identities since 2005.

To learn more about CDW's CIAM Services,
contact your account manager or call 800.800.4239.

CDW