

# WE GET MANAGING IAM IS KEY TO MANAGING YOUR ORGANIZATION.

CDW Amplified™ Secure Platform  
Managed IAM and PAM



The management of critical security infrastructure is one of the biggest challenges facing IT leaders. System maintenance and operations require specialty skillsets that are difficult to find, can drive up costs and can get in the way of other key organizational priorities. The management of IAM (Identity and Access Management) and PAM (Privileged Access Management) technologies, in particular, can place a burden on security teams and help desks.

As part of a complete portfolio of managed security services, CDW offers flexible options for organizations looking to offload the maintenance, management and optimization of their identity technologies. With follow-the-sun support options for all leading identity management technologies, CDW's managed service offerings can lower the total cost of ownership of your security technology, optimize service delivery and help organizations attain flexibility and scalability.

Managed IAM and PAM can help you achieve:

 **Operational Efficiencies**
 **Reliability**
 **Cost Reduction**

## Orchestrating the Right Solution

CDW offers two options for supporting your IAM program: a Support Plus model and a Premium Identity model. Both support all leading IGA, AM and PAM technologies, and both can be delivered in a 24x7x365 capacity.

### Support Plus

CDW's Support Plus is a remote, multi-tier IAM option that provides full BAU (business-as-usual) services in lieu of full-time operational staff. This high-impact, fast-start program can be delivered to IAM environments in any deployment state, whether on-premises, hybrid or cloud, and immediately eases the IAM support burden for customers. Ideal for large and midsize organizations struggling with program support, troubleshooting and high cost of ownership, Support Plus provides Tier 2 and Tier 3 support of production issues according to clear SLAs.

### Premium Identity

CDW's Premium Identity option provides white glove, transformative program management for identity technologies. For large and midsize organizations looking for a hands-off approach, the Premium Identity service offers direct Tier 1, 2 and 3 support, and coordination of Tier 4 support with product vendors. Tailored to the needs and goals of each customer, Premium Identity delivers seamless rollouts of new versions and new toolsets, predictable costs and progressively greater efficiency – all backed by the industry's best SLAs for uptime and ticket resolution.

## CDW GETS IDENTITY MANAGEMENT

CDW is one of the top IAM systems integrators in North America. Our success is driven by:

- **IAM as a Core Competency:** With more than 15 years of focus on IAM, CDW is a market leader in modernizing, streamlining and automating enterprise identity programs.
- **Fluency with Zero Trust:** Our identity services are wholly aligned with the latest Zero Trust, CARTA and identity-centric security frameworks.
- **Full Lifecycle Support:** From new program design to management of existing programs, CDW has the experts and services to support every identity program, regardless of its size or maturity.
- **The Right Partnerships:** CDW has committed and longstanding partnerships with most major vendors in the access management, identity governance and privileged access sectors.

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



## Managed Services Overview

CDW's Managed Identity Services are part of our full portfolio of managed security services. As one of the largest managed services providers in the market, CDW enables customers to spend less time maintaining technology and more time driving their organization forward. Our services include:

Managed Services Domain	Available
<b>Managed Cloud Services</b>	
Managed Private and Public (AWS, Azure) Services	✓
Managed Security for AWS and Azure	✓
Hyperconverged Infrastructure as a Service	✓
Patching as a Service	✓
<b>Managed Identity Services</b>	
Support Plus (Tiers 2 and 3)	✓
Premium Identity (Full Support)	✓
Bespoke Packages	✓
<b>Managed Security Services</b>	
Managed IPS/IDS	✓
Managed WAF	✓
Managed SIEM	✓
Managed EDR/MDR	✓
Vulnerability and Patch Management	✓
<b>Managed Infrastructure Services</b>	
Managed Database	✓
Storage as a Service	✓
Network/SD-WAN	✓
Service Management and Managed ServiceNow	✓
<b>Managed Resiliency Services</b>	
Managed Backup	✓
Managed Disaster Recovery	✓
Managed High Availability	✓
Managed Application Services	✓

## Proofpoints

# 3.8+

Our industry-leading  
Customer Satisfaction Score,  
on a scale up to 4

# 77

Our Net Promotor Score

# 99.997%

ITIL success rate

# 25k+

Devices monitored

# 45k+

Daily backup jobs

# 1.4M+

Monthly backup jobs

# Millions

of identities under CDW management



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To learn more about Managed IAM and PAM,  
contact your account manager or call 800.800.4239.



**CDW AMPLIFIED™  
SERVICES**