



Better IT, Better Government

The CDW
Government Approach

Hybrid Infrastructure

Security

Government Modernization

Agency Expertise

Contracts and Partnerships



CDW Government **Better IT, Better Government**

Make optimized citizen experiences happen with technology from CDW Government.

State and local government agencies are continuously being asked to do more with less. Citizens' expectations are constantly evolving, yet the resources you have to meet them are stretched thin.

Today's advanced technology can help — but planning and implementing the right mix of IT solutions can be a daunting undertaking.

CDW Government's dedicated account teams have the specialized expertise to understand your unique IT challenges, assess your needs and strategically blueprint a comprehensive organizational transformation. Our extensive experience working with state and local government agencies equips us to help you build a modernized, digital government that delivers on your citizens' expectations.

Our team can help you implement the right technology solutions to deliver clear, fast, secure, dependable public services while helping you prioritize security resilience, modernize data infrastructure and future-proof your technology investment.

The CDW Government Approach

State and local government agencies know they need to optimize and modernize their IT infrastructures to meet their citizens' expectations. CDW Government makes the process easy and efficient with our full lifecycle approach that meets you wherever you are in your IT modernization journey. You'll have an account team who knows government IT to help you address your specific needs through every step of the journey.

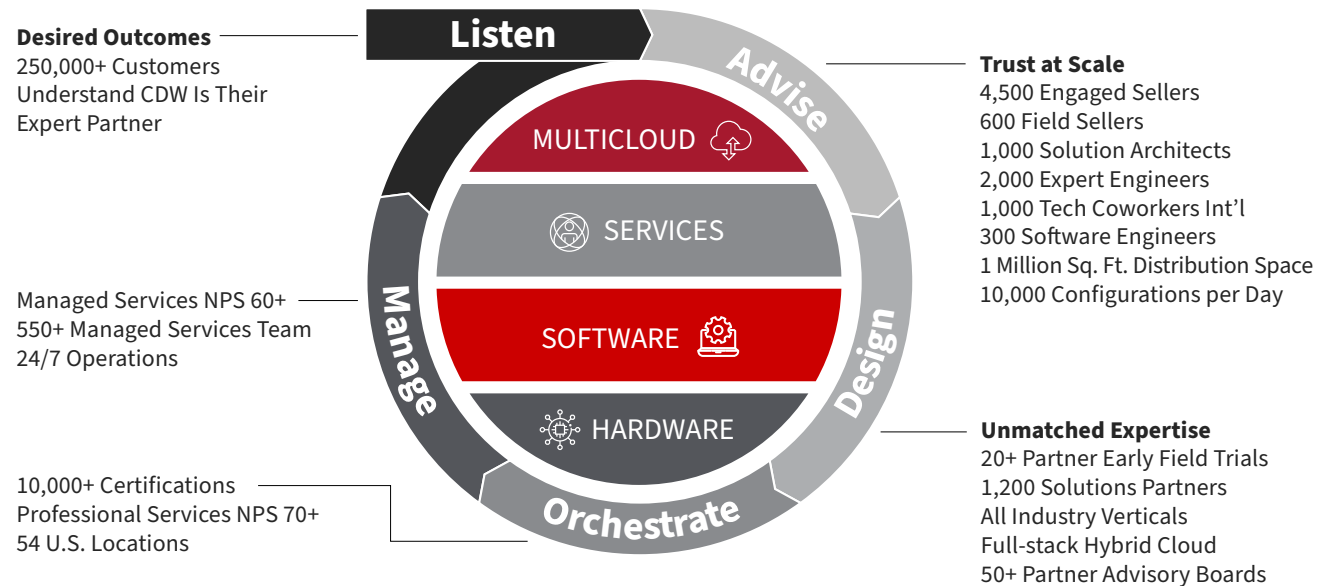
Expertise in IT and supplier diversity

CDW Government's dedicated state and local account teams specialize in disciplines ranging from data science to data center to AI and across agencies from public safety to transportation. In addition to their years of experience, these experts have the product- and solution-specific certifications that assure you of the highest levels of expertise and support.

We look for ways to help enhance local economic development under our Business Diversity Program. Together we can enhance your efforts to build your community by giving diverse suppliers equal access to your agency's opportunities. This program also:

- Promotes diverse supplier participation reflective of your community and customers
- Optimizes your supply chain
- Creates revenue, jobs and wages
- Builds stronger communities
- Unleashes economic growth
- Raises the competition to meet a diverse supplier spend

Full stack. Full lifecycle. Full outcomes.



Hybrid Infrastructure

To best serve their citizens, state and local government agencies must optimize and consolidate their data. That means your applications need to scale rapidly and users need fast, easy, secure access to resources and services that might exist across multiple agencies.

Plus, your data center applications must be able to take advantage of pivotal advancements such as artificial intelligence. You may even seek to build your own internal generative AI solutions to automate processes and accelerate operations — and CDW Government has the expertise to help.

Data center optimization from CDW Government can help you optimize and modernize your data center with fully scalable, full-stack, AI-enabled managed solutions that ensure your infrastructure can handle changing workloads and evolving organizational needs.



Converged and hyperconverged infrastructure

Update your legacy infrastructures with a modern solution that's easier to install, scale and manage.



Data storage and business continuity

Implement modern data storage solutions, along with a data backup and recovery strategy to protect critical information from loss.



Software-defined networking

Enable next-generation capabilities such as edge computing and improve the security, efficiency and flexibility of your network.



Virtualization and containerization

Take your virtualized environment to a new level of automation and management, enabling effortless remote workflows, large language models, generative AI and other breakthrough technologies.



Data center power and cooling

Increase the resilience of your data center equipment, prevent downtime and ensure your data center keeps running even if disaster strikes.



Your agency's cloud journey

We understand that different government agencies may be at vastly different points on their cloud journey. Many still use full on-premises data centers, while others are at different stages of cloud migration, and still others may employ complex hybrid or multicloud strategies.

Wherever your agency currently stands on this journey — and wherever you hope to be in the future — CDW Government has the expertise and solutions to help you optimize your data center's performance, efficiency and security. Your dedicated account team of IT specialists will work with you to ensure your data center can handle your citizens' needs — on-premises, in the cloud, now and for the future.

Security

CDW: The largest security technology integrator in North America

Cybersecurity has been the top priority of state CIOs for 10 consecutive years.¹ Yet agencies face several challenges when it comes to their security infrastructure — from budgeting constraints to complex solutions spanning multiple technologies and environments.

CDW Government offers the solutions and services you need to overcome these challenges — and build resilience for the future — along with the insight and expertise to ensure these solutions meet your objectives.

Our comprehensive assessments measure your network, applications and endpoints to help us thoroughly understand your threats and weaknesses. Then we design end-to-end solutions that can deter, detect and manage the latest threats. And our dedicated experts support your team, from assessment through implementation and management, to handle any issue or concern that may arise along the way.

Our cybersecurity certifications

These industry and partner certifications demonstrate our proven security expertise.



Certified Information Systems Security Professional (CISSP)



Certified Ethical Hacker (CEH)



Certified in all Major Cisco Systems Technologies



Certified in Risk and Information Systems Control (CRISC)



Cisco Certified Internetwork Expert (CCIE)



GIAC Certified Incident Handler (GCIH)

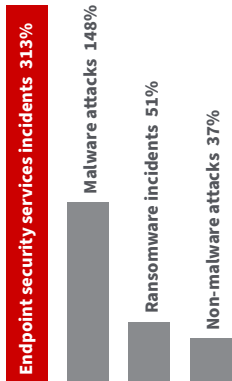


GIAC Security Essentials (GSEC)

Cyberattacks against state and local governments exploded in 2023



Increase in attacks in the first 8 months of 2023 vs. the same period in 2022²



Risk compliance and program consulting

Assess your security environment, determine the best strategy for moving forward and improve your organization's governance and compliance posture.



Cloud security

Close vulnerabilities and implement the right protocols, regardless of whether you're operating in a hybrid or multicloud environment.



Identity and access management (IAM)

Transform your IAM programs to meet evolving organizational and security needs and achieve key outcomes by improving IAM maturity.



Data and applications

Secure your applications and protect your data, wherever it resides.



Secure infrastructure

Secure your entire infrastructure — whether in the cloud, on-premises or hybrid — so your organization can scale without fear of disruption.



Workforce development

Equip your team with the skills and training needed to manage threats and leverage the latest technologies while also improving employee retention and job satisfaction.

Government Modernization

Transforming digital services to meet citizens' expectations

Many state and local government agencies face an enormous challenge — modernizing the digital services and tools they offer their citizens with secure, reliable, effective solutions that fit within their budget.

But where and how do you begin? Are your legacy apps and systems still up to the task, or do you need to upgrade your IT infrastructure to meet your evolving goals? And does your team have the skill sets, experience and time to strategize, plan and implement a best-fit modernization effort?

CDW Government has the expertise, experience, partnerships and solutions to help you overcome your “tech debt” and move confidently toward a more advanced digital future.



Customer Success Story



A refreshed data center transforms a county's responsiveness

A sprawling rural county government — serving 44,000 citizens with 11 facilities and 35 departments over 1,500 square miles — approached CDW for a refresh of its decade-old data center infrastructure. They needed to reduce network complexity and boost employee productivity (including remote workers) while simplifying IT management for their limited staff.

CDW worked with the county IT team to:

- Overhaul its data center switches to achieve up to 100 Gbps across its core and 1 Gbps at its most remote locations
- Build a brand-new server for the notification system
- Migrate the data center to an integrated solution with flash-based Pure Storage arrays and Veeam data protection software
- Integrate the on-premises Cisco collaboration system with a cloud version so the county could test cloud components without piloting a separate solution

This refresh has given the county higher reliability, better resilience and redundancy, and greater bandwidth. Backups now take hours instead of days. The county's financial systems are more responsive, and the IT department can maintain a high level of performance with its existing staff — now and in the future.

Government Modernization

Your unique modernization journey

Your agency's challenges are unique, and your modernization journey will be unique as well. No matter where you are on your journey, CDW Government can help assess your needs, then guide you through the entire process with our extensive state and federal compliance experience and 24/7 support. Here are some of the areas where we can help:



AI readiness

Artificial intelligence offers amazing potential, but is your infrastructure set up for it? We'll make sure your systems are AI-enabled.



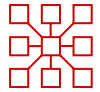
Chatbots

An effective chatbot system not only saves your team countless hours — it also pleases many citizens by helping them get the answers they need.



Cloud adoption and migration

Trust CDW Government experts to help you navigate all the security, efficiency and manageability questions that accompany cloud adoption and migration.



Containerization

CDW can help you implement this key architecture development process that's especially suitable for hybrid cloud and multicloud scenarios.



SkyMap™

SkyMap — only from CDW — is an AI-powered cloud migration tool suite that configures optimal migration paths.



Staff augmentation

Supplement your team with the expert help you need to integrate game-changing solutions and ensure they perform as needed.



Software-defined storage and networking

Storage and networking are siloed in many agencies; a software-defined system can bring them together to propel efficient cloud migration.



Security and governance

We'll help ensure your IT processes remain in line with governance best practices, regulatory requirements and executive orders.



App modernization

CDW's Strategic Application Modernization Assessment (SAMA) — a fully automated software solution — detects issues and analyzes application age, security, complexity and more.



Automation

It may seem like you never have enough staff, but automating basic tasks can help your teams focus on more effective help for citizens.



Agency Expertise

Your most mission-critical citizen services need to be optimized to offer the best outcomes under the most demanding conditions and time-critical situations. CDW Government offers solution-specific expertise to optimize and modernize the systems that support and enable agencies in these critical segments.

- Administration/general services
- Health and human services
- Parks and rec
- Public safety
- Housing
- Courts
- Criminal justice
- Transportation
- Public utilities



How agency focus supports your mission

For public safety agencies, CDW Government guides them through the essential requirements, policies and strategies to ensure that you can focus your resources on the most effective and cost-effective solutions.

Mission effectiveness

Deploy IT solutions and services that deliver application flexibility, improved response and greater access.

Digital workspace

Create a better user experience while streamlining device management and improving access to information.

Command, control and intelligence

Combine enhanced situational awareness, data correlation and decision support systems to better visualize common operating situations.

Essential solutions



Cyber resilience

Cyberthreats are no longer an “if” but a “when.” We’ll help you deploy a comprehensive approach that protects HHS, housing, criminal justice and other citizen data from today’s advanced threats.



AI and analytics

Artificial intelligence tools are revolutionizing transportation, utilities and other critical services. We’ll make sure your systems are AI-enabled so you can apply these advanced applications.



Cloud migration

Our experts will help you navigate cloud adoption and migration to streamline administration, HHS, criminal justice and other data-intensive services.



Digital transformation

Move public safety and other critical services toward a more advanced digital future with our expertise, experience, partnerships and solutions.



Workplace modernization

Help your parks and rec, public safety, housing and other teams do their best work from anywhere with solutions that give office, mobile and hybrid workers what they need for optimal productivity.

And more.

Ask your CDW Government account team how we can transform your most essential citizen services.

Contracts and Partnerships

We understand that you must meet the needs of your organization and citizens while also fulfilling regulatory compliance demands. With our more than 1,000 OEM partnerships, you can count on us to fulfill your range of needs from the smallest items and basic services up to complex solutions leveraging emerging technology.

CDW Government holds more than 1,500 contracts — with national cooperatives/GPOs, state contracts, entity-specific contracts and more — covering all 50 states and territories.

Our dedicated and experienced team of diverse contracting professionals average 20 years of individual contracting experience, and they're always available to partner with your agency on procurement strategies tailored to meet your needs.



CDW Government

For more information, contact your CDW Government account team or visit [CDWG.com/StateAndLocal](https://www.cdw.com/StateAndLocal)

Partners

Our 1,000+ OEM partnerships offer you the industry's most expansive variety of solutions and services to address your full range of data, security or transformational issues. Our partnership philosophy extends internally as we cultivate a culture of diversity, equity and inclusion to drive better collaboration, innovation and business results.



Sources:

¹NASCIO, 2023 State Chief Information Officer Survey

²Center for Internet Security, 2022 Nationwide Cybersecurity Review

