CISCO MERAKI MANAGED SERVICES

Infrastructure

At CDW Canada, we get that networking across the hybrid cloud is critical for your business to operate effectively. With Cisco Meraki Managed Services by CDW, you can rely on best-in-class IT experts to monitor, manage and update your Cisco Meraki deployments: from wireless access points to MX security appliances.

WHAT'S INCLUDED:

- Configuration
- Device monitoring
- Patching

Managed Services for Cisco Meraki can help you achieve:
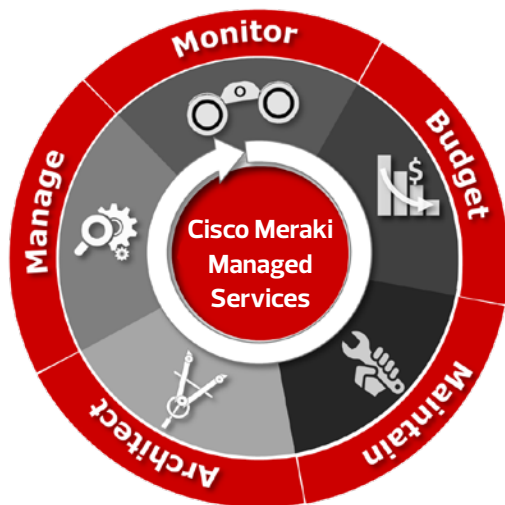
Operational Efficiencies

Reduced Risk

Increased Visibility

MANAGING THE RIGHT SOLUTION

CDW's Cisco Meraki-certified architects, consultants and engineers provide the day-to-day management so you can focus on business performance, not technology management.

Your organization can enjoy the benefits of Cisco Meraki Managed Services, including:

- A CDW hosted & maintained monitoring platform
- Ensuring uptime with the 24x7x365 support from our National Operations Centre; your network is an always-on utility
- Allowing your critical IT resources to focus on the day-to-day business while our team monitors and notify you of any alert

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

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

OUR COMMITMENT

- Our team is committed to providing you with an exceptional customer experience. We have a strong focus on quality assurance and continuous improvement which you will see reflected in our processes.

- Customers can log tickets via telephone, email, or an online portal

- Our NOC team is more than a point of contact. We are monitoring and providing incident response & resolution around the clock. Whether we solve it directly, engage our senior team through on-call, or work with vendors directly, our team ensures your critical infrastructure is supported

PEOPLE WHO GET IT

SERVICES OVERVIEW

MANAGED SERVICES	Essential
Availability Monitoring	✓
Health Monitoring	✓
Device Management	✓
Configuration Management	✓
Health Validation	✓
Monthly Operational Reporting	✓

SUPPORTED MERAKI FEATURES

Multi–Location	Security Management
Real–Time Analytics	Audit Management
Data Management	Filtering

SUPPORTED MERAKI FEATURES

Smart Cameras
Sensors and IoT Applications
Secure SD–WAN
Cellular Gateways
Remote Work
Mobile Device Management

DISCOVERY

Technical workshops and assessment of the environment.

ONBOARDING

Managed Services set up, process training and support overview.

GO LIVE

Cutover to CDW's Cisco Meraki Managed Services.

CISCO Partner

Meraki

CERTIFICATIONS

CDW Managed Services 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 9001:2008 CERTIFIED COMPANY | ISO 14001:2015 CERTIFIED COMPANY | ISO 27001 | ISO 28000 SECURE SUPPLY CHAIN

For more information, contact your CDW account team at 800.972.3922 or visit CDW.ca/infrastructure.

CDW PEOPLE WHO GET IT