MANAGED COMPUTE:
SERVERS (PHYSICAL & VIRTUAL)

Infrastructure

Managing your organization's IT systems is a complicated process to ensure your business is moving forward. Ensuring the right tools and constant visibility are in place is where CDW can help.
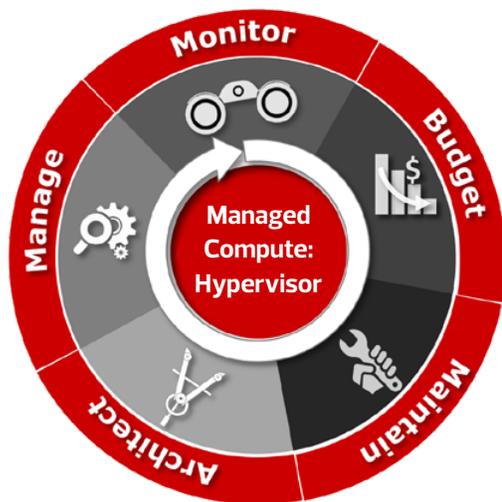
CDW's Managed Compute: Servers allows your business to tap into resources and tooling that will help bring awareness and a sense of comfort to the business. Your IT teams can focus on providing value in other areas and feel confident that CDW is managing your compute environment.

WHAT WE DO

CDW, as your trusted advisor, takes the lead role in the management of your servers. Our service management team will lead you through our onboarding process to understand your requirements and goals for managed compute: servers. We remotely and securely use our enterprise–class tools to set up monitoring, patching and configuration for your critical servers.

MANAGING THE RIGHT SOLUTION

CDW's architects, consultants and engineers provide the day–to–day management, so that you can focus on business performance, not technology management.

Your organization can enjoy the benefits of Managed Compute: Servers

- A CDW–hosted & maintained monitoring platform
- 24x7x365 live agent response, monitoring, management & proactive incident resolution and escalation
- Allow critical IT resources to focus on the day–to–day business while CDW monitors and maintains the server infrastructure to ensure critical systems are functioning as expected

OUR COMMITMENT

- The Managed Compute: Servers service provides the day–to–day management of Server hardware and operating systems for customers. CDW provides the expertise and knowledge to provide monitoring/alerting, device administration and general capacity management for systems in scope

- CDW operates a 24×7×365 National Operations Centre (NOC) to act as a single point of contact for customers experiencing issues with any CDW Managed Service. 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 they solve it directly, engage our senior team through on–call or work with vendors directly, our team ensures your critical infrastructure is supported.

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

CDW
PEOPLE WHO GET IT

SERVICES OVERVIEW

Managed Compute: Servers has two different types of service: Premium and Essential.

MANAGED SERVICES	Essential	Essential
Server Availability Monitoring	✔	✔
Server Health Monitoring	✔	✔
Firmware Patching & Upgrades	✔	✔
Operating System Patching (Quarterly)	✔	✔
Emergency Patching	✔	✔
Hardware & OS Configuration Management	✔	✔
Health Validation	✔	✔
Operational Reporting	✔	✔
Enhanced Patching Frequency (Monthly)		✔
OS Integrated application Management		✔

SUPPORTED OPERATING SYSTEMS

Microsoft Windows Server 2012 R2, 2016, 2019, 2022
Linux Server OS RHEL/CENTOS 6, 7, 8

SUPPORTED PHYSICAL HARDWARE

HP ProLiant
Dell PowerEdge
Cisco UCS

DISCOVERY

Technical workshops and assessment of the environment.

ONBOARDING

Managed Services set up, process training and support overview.

GO LIVE

Cutover to CDW's Managed Compute: Servers.

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 (Formerly SAS 70 Report)

ISO 9001:2008 CERTIFIED COMPANY

ISO 14001:2015 CERTIFIED COMPANY

ISO 27001

ISO 28000 MANAGEMENT SYSTEM 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™