



# MANAGED F5

## Infrastructure

Managing your organization's network to ensure your business is moving forward is a complicated process. Providing the right tools and constant visibility is where CDW can help.

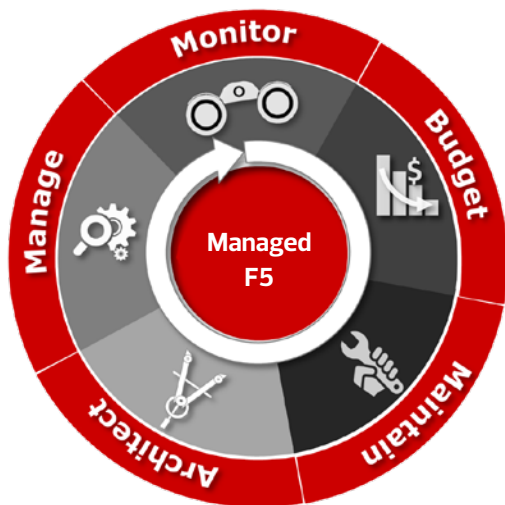
CDW's Managed F5 service allows your business to tap into resources and tooling that will help bring awareness and a sense of comfort to the business. Your IT teams can focus on providing value in other areas and feel confident that CDW is managing your F5 environment.

### WHAT WE DO

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

### MANAGING THE RIGHT SOLUTION

CDW's 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 Managed F5:

- A CDW-hosted and 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 F5 service provides the day-to-day management of F5 devices 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 24x7x365 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:



# SERVICES OVERVIEW

Managed F5 has two different types of service: Essential and Premium.

MANAGED SERVICES	Essential	Essential
Availability Monitoring	✓	✓
Health Monitoring	✓	✓
Device Management	✓	✓
Configuration Management.	✓	✓
Annual Health Validation	✓	✓
Monthly Operational Reporting	✓	✓
LTM	✓	✓
GTM (DNS)		✓
APM		✓

# CERTIFICATIONS

CDW Managed Services Industry Certifications:



For more information, contact your CDW account team at 800.972.3922 or visit [CDW.ca/infrastructure](http://CDW.ca/infrastructure).

# WHAT'S NEXT



## 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 Network



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