



MANAGED NETWORK SWITCHING

Infrastructure

Canadian IT teams are finding themselves stretched very thin across competing priorities, and weighed down by the day-to-day tasks that keep highly trained specialists from focusing on business outcomes and optimization. The CDW managed services team has the experience and expertise necessary to oversee your monitoring, management and network optimization, in addition to provide architectural and strategic planning support. By assessing your business requirements, environment and objectives, we can help to customize your solution for optimal performance, securing your business and reducing the risk of business-impacting network outages.

WHAT WE DO

CDW, as your trusted advisor, takes the lead role in the operation of your organization's network. Our service management team will lead you through our onboarding process to understand your requirements and goals for network operation. We remotely and securely manage and monitor your network assets, and keep you informed of all important day to day activities. Our operations team embeds itself in your change approval processes, and takes lead on all incident response issues as they arise. As a part of our process, we continuously review your network environment as it ages and changes to provide recommendations for optimization.

INCLUDES:

Complete day-to-day management of network switching components including:

- L2 to L4 Switching configurations, including failover
- Core, distribution and access switches
- Local & Wide Area Networks

OUR COMMITMENT:

SLAs:

- 99.99% HA
- Configurations
- 97.00% Non-HA Configs

Response Time SLOs

- S1 (Critical) - 30m response
- S2 (High) - 60m response
- S3 (med) - 2h response
- S4 (Low) - 24h response

FEATURES

- 24x7x365 monitoring and management of network appliances, including routers and switches at all tiers of your network
- Incident management including fault detection, alerting and issue resolution, root cause analysis and reporting and third party vendor management
- Robust change management including new device onboarding, configuration management, device health checks, device patching and backups
- Value-added features such as carrier and link management, service delivery management and reporting
- Custom configuration deployment and 24x7x365 performance monitoring

BENEFITS

- Ongoing, continuous network management to ensure alerts are assessed and actioned appropriately
- Capacity planning to manage and facilitate network growth
- Service improvements and reduced downtime through ITIL service management
- Cost-savings and performance improvements leveraging industry experts for network management
- Allows your organization to grow and better adapt to changes while maintaining predictable costs

WHO ARE WE?

With more than 900 coworkers in offices across the country, CDW Canada helps customers achieve their goals by delivering integrated technology solutions and services that include security, cloud, data centre, networking, collaboration and digital transformation.

WHY CDW?

We lead Canadian businesses through innovation, expertise and service.

INNOVATION



Hiring great technical talent allows us to be a truly innovative company. Our approach is to define a strategy roadmap that enhances the customer experience and provides organizations with the flexibility and vision to adapt to changes in business needs as well as technology.

EXPERTISE



We hand pick the best engineers from across Canada, train them continuously and provide them with unique client challenges daily. In addition, we have a dedicated Canadian-based National Operations Centre (NOC) and aim to assign only highly skilled, qualified and experienced talents to manage your essential business demands.

SERVICE



Our commitment is first and foremost to our clients and we strive to become a trusted advisor and an extension of your business. This does not happen overnight, but rather through proving ourselves again and again. As a proof, we always focus on 99.99% availability and have been recognized for being one of the best service providers in Canada.

For more information, contact your CDW account team at 800.972.3922 or visit [CDW.ca/solutions](https://www.cdw.ca/solutions)



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