MANAGED SD-WAN

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 SD-WAN 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 SD-WAN environment.

WHAT WE DO

CDW, as your trusted advisor, takes the lead role in the management of your SD-WAN devices. 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 that you can focus on business performance, not technology management.
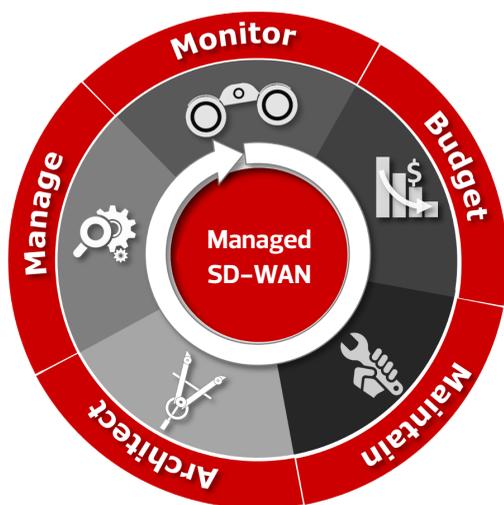
Your organization can enjoy the benefits of Managed Network:

- 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 SD-WAN 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 SERVICES	Essential	Premium
Availability Monitoring	✓	✓
Health Monitoring	✓	✓
Device Management	✓	✓
Configuration Management	✓	✓
Annual Health Validation	✓	✓
Operational Reporting	✓	✓
VPN Management	✓	✓
Carrier Management	OPTIONAL	
Application Policy & Overlay Management		✓
Traffic Optimization & Cloud On–ramp		✓

Optional Add–ons

NGFW Security Alert Monitoring, Investigation/Response and Reporting

CDW Circuit Delivery (Partner–Delivered Telco Circuits)

CDW Field Technicians (Local Onsite – CDW Contracted)

Supported Network Vendors

Cisco SD–WAN

Meraki SD–WAN

Fortinet SD–WAN

Palo Alto Prisma SD–WAN (Cloudgenix)

CERTIFICATIONS

CDW Managed Services Industry Certifications:

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 Services.

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