MANAGED STORAGE

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.

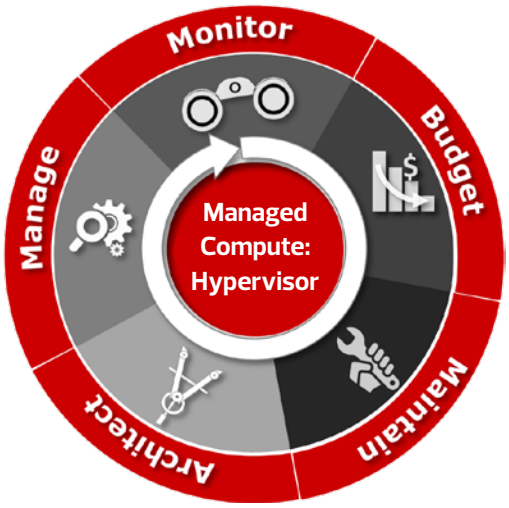
CDW's Managed Storage allows your business to tap into resources and tooling that will help bring awareness and a sense of comfort to the business. Your IT teams can focus on providing value in other areas and feel confident that CDW is managing your storage environment.

WHAT WE DO

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

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 Storage, including:

- A CDW-hosted & maintained monitoring platform
- 24 x 7 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

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

OUR COMMITMENT

- The Managed Storage service provides the day-to-day management of storage devices for customers. CDW provides the expertise and knowledge to provide monitoring/alerting, device administration and general capacity management for storage devices 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 PEOPLE WHO GET IT™

SERVICES OVERVIEW

Managed Storage has two different types of service: Essential & Premium

MANAGED SERVICES	Essential	Premium
Hardware Availability Monitoring	✓	✓
Storage Health Monitoring	✓	✓
Firmware Patching & Software Upgrades	✓	✓
Emergency Patching	✓	✓
Storage Configuration Management	✓	✓
Health Validation	✓	✓
Operational Reporting	✓	✓
Cloud Storage Array/Cluster Management		✓
Multisite/Metro Cluster Management		✓

SUPPORTED STORAGE SYSTEMS

NetApp/NetApp Cloud
HP Nimble
Dell Compellent
EMC

CERTIFICATIONS

CDW Managed Services Industry Certifications:

NIST National Institute of Standards and Technology · HIPAA COMPLIANT · COBIT 5 · ITIL · EU GDPR COMPLIANT

PCI DSS · AICPA SOC 2 · ISO 9001:2008 · ISO 14001:2015 · ISO 27001 · ISO 28000

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 Storage.

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

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