MONITORING AS A SERVICE

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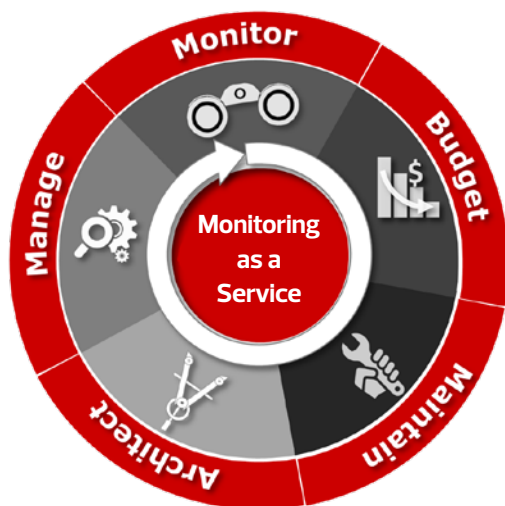
CDW's Monitoring as a Service allows your business to tap into resources and tooling that will help bring awareness and a sense of comfort to the business. Your IT teams can focus on providing value in other areas and feel confident that CDW is monitoring your environment.

WHAT WE DO

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

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 CDW's Monitoring as a Service:

- 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

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

OUR COMMITMENT

- Monitoring as a Service ensures CDW will be responsible for all aspects of the service, including service coordination, management of the hosted platform and working with you to ensure the critical alerts are communicated

- CDW operates a 24×7×365 National Operations Center (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

SERVICES OVERVIEW

Monitoring as a Service has two different types of service: Essential and Premium.

MANAGED SERVICES	Essential	Premium
CDW–hosted monitoring platform	✓	✓
24x7x365 live agent response	✓	✓
Discovery and onboarding	✓	✓
Standard dashboard	✓	✓
Availability and performance monitoring	✓	✓
Tuning of alert thresholds	✓	✓
Monthly reporting	✓	✓
Customized escalation procedures		✓
Specialized monitoring development (five hours included)		✓
Customized dashboards (max of three)		✓

CERTIFICATIONS

CDW Managed Services Industry Certifications:

NIST · HIPAA COMPLIANT · COBIT 5 · ITIL · EU GDPR COMPLIANT

PCI DSS LEVEL 1 SERVICE PROVIDER · AICPA SOC 2 · ISO 9001:2008 · ISO 14001:2015 · ISO 27001 · ISO 28000

For more information, contact your CDW account team at 800.972.3922 or visit 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 Monitoring as a Service..

CDW PEOPLE WHO GET IT™