

Amazing happens when your business moves at the speed of technology.

Modern organizations across all industries struggle to keep pace with the demands of a technology-focused, innovation-driven, digitally connected landscape.

IT teams grapple with legacy infrastructures and disparate platforms while being torn between handling day-to-day technology maintenance and driving company innovation.

Today's organizations need all the support they can get — by way of services that take the burden off IT staff, bolster growth and help organizations achieve their desired outcomes.

Updated: October 2026

Technology Drives Organizational Outcomes

In today's competitive market, the speed of digital priorities is critical to success. Yet, technical complexities can slow progress. CDW's full-stack engineering services team focuses on digital transformation — from code and applications to cloud, data and security — to help you accelerate innovation, enhance customer experiences and optimize collaboration, all while delivering agility and cost efficiencies to your business.

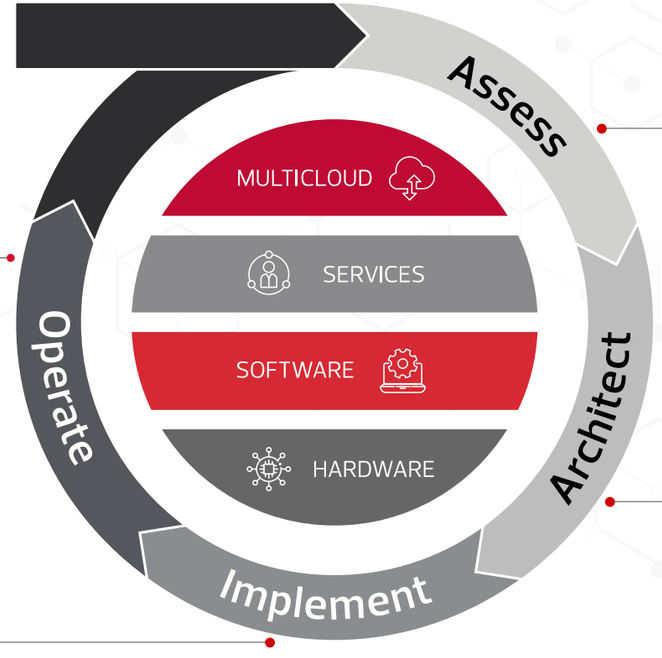
FULL STACK. FULL LIFECYCLE. FULL OUTCOMES.

Continuous Operations

- 24x7x365 Coverage

Proven Quality

- 5,800+ Certifications
- Eight locations across Canada
- International coverage



Trust at Scale

- 90+ Solution Architects
- 80+ Delivery consultants

Unmatched Expertise

- 20+ Years in the Canadian market
- 1,000+ Coworkers



Some of our partners

And many more

Get More from Your Technology

We know IT. That's our business. When you partner with us, we take the extra load off your IT team. That way, they can focus on initiatives that turn IT into a competitive advantage while we help you maximize your IT investments and deliver real value for your customers. Our experts help you **assess, architect, implement and operate** your technology environment.



ASSESS

Our certified experts provide a suite of assessment services to help organizations understand their current level of maturity and plan steps to continue their journey towards an optimized hybrid cloud operating model. We focus on the following key areas of growth: portability, manageability, observability, resiliency and security.

ARCHITECT

We will help you build the plan to train your people, update your processes and implement technologies to accelerate your ability to handle the current and future technology needs. We take business goals and objectives and turn them into implementation plans and architectures that drive success for our customers.

IMPLEMENT

CDW Canada has a host of services to help customers train skills, change processes and implement technologies that deliver on business goals and objectives. From industry-leading professional services delivery consultants to staff augmentation services, CDW services provide what is needed to help customers be successful in their most complex projects.

OPERATE

Managed services are core to CDW Canada's ability to assist customers. More and more organizations are looking to consume "as a service" and our managed services SOC and NOC support customers with 24x7x365 coverage of their critical systems.

Infrastructure Services

CDW Canada's infrastructure services provide expertise, tools and resources to scale and future-proof your infrastructure. We help you upgrade your existing architecture and prepare for what's to come, whether you're on-premises, migrating to the cloud or already there.

Managed Compute Services

CDW manages physical servers, virtualization clusters and operating systems as an integrated compute platform. Through our National Operations Centre, we provide proactive monitoring, operational administration, lifecycle management, health validation and reporting.

- **Managed Operating System**
  We monitor and manage supported Windows and Linux operating systems, including system health, configuration, patching, incident response and monthly reporting. The service keeps server platforms available, secure and aligned with operational best practices.
  - **OS Patching Add-On**
    The OS Patching Add-On provides coordinated patch assessment, scheduling, deployment and reporting for supported Windows and Linux servers. It includes quarterly patching, limited emergency patching and rollback support for failed updates.
- **Managed Virtualization Cluster**
  With Managed Virtualization Cluster, we provide day-to-day management of hypervisor and hyperconverged clusters, including availability, capacity, configuration and software lifecycle oversight. Regular health validation and reporting help maintain stable, reliable virtualization environments.
- **Managed Server Hardware**
  Our Managed Server Hardware service monitors and operates physical server hardware, including performance, capacity, firmware, incidents and vendor escalations. We also coordinate break/fix activity and hardware RMA support to maintain server reliability.
- **Managed Blade Chassis Hardware**
  CDW provides ongoing management of blade chassis, blade servers and fabric interconnects through continuous monitoring, configuration and firmware lifecycle management. Operational troubleshooting, vendor escalation and RMA coordination support chassis stability and availability.
- **Managed Active Directory**
  We manage the operational health of Microsoft Active Directory, including domain controllers, replication, synchronization, organizational units and Group Policy. The service also supports privileged and service accounts, while the client retains ownership of end-user access decisions.
- **Managed LDAP Server**
  Managed LDAP Server provides administration and monitoring of enterprise LDAP directory platforms, including replication, schema, access controls, certificates and directory performance. The service maintains a secure, available identity source for applications, network devices and heterogeneous systems.
- **Managed DNS Service**
  Through Managed DNS Service, CDW manages internal and, where scoped, external DNS services to keep name resolution available, accurate and secure. Services include server health monitoring, zone and record administration, forwarder configuration, patching and operational support.
- **Managed File Server**
  We manage Windows, Linux and NAS-based file services, including server health, shares, permissions, quotas, storage layout and backup coordination. The service supports reliable access to shared business data while maintaining platform security and performance.
- **Managed Print Server**
  Our Managed Print Server service includes administration of enterprise print servers, queues, drivers, ports and deployment mechanisms. Continuous monitoring, patching and troubleshooting help reduce print-service disruptions and maintain a stable printing environment.
- **Managed Web Server**
  CDW operates IIS and Apache web-server platforms, including service health, sites, application pools, bindings, certificates, modules and patching. Application code and business logic remain the responsibility of the client's application team.
- **Managed Database**
  With Managed Database, we manage the Microsoft SQL Server platform layer, including instances, host health, patching, high availability, server-level security and backup-job execution. Database design, query tuning, indexing and other DBA activities remain outside this service.

Managed Storage Services

CDW manages on-premises and hosted SAN and NAS storage platforms through proactive monitoring, administration, capacity and configuration management, software upkeep and reporting. The service maintains the health, performance and availability of in-scope storage environments.

- **Managed Storage Arrays**
  CDW provides day-to-day management of storage arrays, including hardware health, capacity, volumes, LUNs, shares, pools, replication and firmware. The service also includes annual health validation and monthly reporting to support reliable and efficient storage operations.
    - **MetroCluster Add-On**
      The MetroCluster Add-On extends Managed Storage with configuration, optimization and lifecycle management for high-availability, multisite storage environments. It helps maintain resilient MetroCluster operations across locations.
    - **NetApp ARP Add-On**
      The NetApp ARP Add-On enables and monitors autonomous ransomware protection (ARP), triages alerts and coordinates with the customer's security team. CDW can assist recovery using ARP-created immutable snapshots after the customer declares an incident.

Managed Data Protection Services

CDW offers managed services for data-protection platforms, including monitoring, upgrades, maintenance, incident management and reporting. The services cover backup, recovery, replication and Microsoft 365 protection to keep data recoverable and operationally reliable.

- **Managed Backup Service**
  We manage your backup infrastructure, policies and jobs, proactively resolve failures and support on-demand restores. Quarterly recovery testing and regular reporting help confirm your protected data remains recoverable.
    - **DR Add-On**
      This add-on extends a CDW-managed backup platform with ongoing disaster-recovery operations. CDW monitors replication, maintains DR runbooks, coordinates declared recovery events and performs scheduled recovery testing and reporting.
    - **M365 Add-On**
      This per-user add-on protects Microsoft 365 data in Exchange Online, OneDrive, SharePoint and Teams. CDW monitors backup jobs, resolves failures, supports user-level restores and provides regular operational reporting.
- **Managed Disaster Recovery**
  We monitor and manage replication to a recovery site or cloud target, maintain DR runbooks and coordinate recovery during declared disasters. Annual recovery testing validates the replication and recovery process against client-defined recovery objectives.
- **Managed M365 Cloud Backup Service**
  Our managed cloud backup service for Microsoft 365 includes unlimited data and retention, platform monitoring, backup-job management and restore support. The service helps keep Microsoft 365 data protected, recoverable and operationally managed.

Managed Network Services

CDW remotely manages local and wide-area network technologies, including switching, firewalls, wireless, SD-WAN, load balancing and routing. The service includes 24/7 monitoring, incident response, configuration control, lifecycle management and reporting.

- **Managed NextGen Firewall**
  We can help you monitor and manage next-generation firewalls, including device health, security policies, configurations, patching and vendor escalation. The service helps keep in-scope firewalls secure, current and aligned with your organization's network and security posture.
    - **Managed Carrier Data Services CPE- Add-On**
      This add-on provides support and management for carrier-supplied customer-premises equipment associated with CDW-delivered connectivity. CDW coordinates deployment, monitoring, troubleshooting and carrier escalation for the in-scope service.
- **Managed Switch**
  CDW provides day-to-day operational management of LAN switches, including availability, port and device health, configuration backups, patching and incident resolution. Lifecycle oversight and reporting help maintain stable core, distribution and access switching.
    - **Patching Add-On:**
      The Patching Add-On provides a planned, change-controlled patching service for non-cloud-managed switches. It includes scheduling, implementation, validation, reporting and up to two emergency patching events annually.

- **Managed Wireless Controller**
  We manage wireless controllers through 24/7 monitoring, configuration and firmware management, incident resolution and operational reporting. The service helps keep the wireless control plane stable, secure and aligned with best practices.
- **Managed Wireless Access Point**
  CDW's Managed Wireless Access Point service monitors and manages wireless access points, including availability, configuration governance, firmware lifecycle and incident response. The service maintains stable and current wireless infrastructure through our 24/7 National Operations Centre.
- **Managed SD-WAN**
  CDW operates deployed SD-WAN edge devices and controllers through proactive monitoring, incident management, configuration maintenance and VPN tunnel management. The service supports a stable production environment but excludes initial design and deployment.
  - **High-Availability (HA) Add-On**
    The HA Add-On extends Managed SD-WAN with monitoring and operational support for high-availability configurations. It helps maintain device and tunnel redundancy, failover readiness and service continuity.
- **Managed Load Balancer**
  CDW provides day-to-day management of F5 load balancers, including health monitoring, configuration, patching, backups, incidents and annual validation. Optional LTM, GTM/DNS and APM modules can be managed when included in scope.
- **Managed Router**
  We monitor and manage production routers through incident, configuration and change management delivered by CDW's 247 National Operations Centre. Configuration backups, vendor-aligned practices and health reviews support reliable routing operations.
- **Managed Network Device On-Site Support**
  This service provides on-site assistance for in-scope managed network devices when remote support is insufficient. Field resources can support physical troubleshooting and hardware-handling activities under the agreed service scope.
- **Managed Carrier Services**
  CDW coordinates deployment and ongoing management of internet and carrier connectivity, including circuit monitoring, first-level support and provider escalation. Our National Operations Centre serves as the central contact and provides monthly incident reporting.
  - **Managed Carrier Service - Self Install Add-On**
    The Self Install Add-On supports customer-led installation of managed carrier services with CDW coordination and remote guidance. CDW assists with circuit activation, testing, monitoring setup and transition into ongoing support.

Managed Co-Location/Digital Services Overview

CDW manages data centre service performance on your organization's behalf, including physical capacity, power allocation, access coordination and third-party support. The portfolio also includes managed UPS monitoring and operational oversight.

- **Data Centre Contract and Performance Management**
  CDW manages data centre capacity, power, cooling, access and provider coordination on behalf of your organization. The service also maintains rack documentation and schedules third-party smart-hands or OEM access for operational activities.
- **Uninterruptable Power Supply (UPS)**
  CDW's Uninterruptable Power Supply service provides 24/7 monitoring and operational support for deployed UPS infrastructure, including alerting, incident management, vendor escalation and reporting. The service focuses on production reliability and excludes electrical design, installation and battery replacement.
- **Managed On-Demand Technical Services**
  CDW provides on-demand technical services for targeted infrastructure needs, including assessment and operational support outside routine managed-service activities. Engagements are scoped to the specific technical requirement and delivered by qualified specialists.

Artificial Intelligence Professional Services

- **AI Hackathon**
  CDW's AI Hackathon is a structured, one-day engagement preceded by a half-day workshop and targeted pre-training. It addresses specific, business-relevant use cases (defined in advance) and culminates in minimum viable product (MVP) demonstrations judged by executive stakeholders.
- **AI Use Case & Prioritization Workshop**
  Designed for organizations that need to identify, prioritize and build business cases for high-value AI proofs of concept. This one-day engagement produces an actionable roadmap with ROI-supported use cases ready for implementation planning.
- **Gen AI Workshop**
  Get practical guidance on adopting generative AI. CDW helps your stakeholders understand the landscape, build foundational knowledge and identify opportunities that support growth, efficiency and transformation.

- **Mastering Operational AI Transformation (MOAT)**
  MOAT is a broad consulting program for organizations evaluating how emerging technologies can support enterprise-wide transformation. The engagement aligns cross-functional leaders on a shared language, operating approach and actionable view of opportunities and risks.

Compute Professional Services

- **Capacity Analysis and Reporting Assessment (CARA)**
  CDW's CARA is an initial assessment for organizations seeking greater agility and infrastructure efficiency. We evaluate virtualization practices and resource utilization, then provide findings and optimization recommendations.

- **High-Performance Computing**
  Process and analyze large datasets faster than traditional computing allows with High-Performance Computing. We can deliver turnkey solutions or targeted professional services aligned to your stage in the HPC journey.

- **Infrastructure Automation Journey**
  For organizations constrained by manual processes, inconsistent deployments or slow change execution, CDW's Infrastructure Automation Journey helps modernize infrastructure delivery. We use Terraform and Ansible to improve visibility and traceability of infrastructure changes.

- **Kubernetes & Applications**
  We deploy and configure Kubernetes cluster nodes and install the required application. We also configure application data lifecycle management for stateful applications using Astra.

- **Nutanix NC2 on AWS**
  Nutanix NC2 on AWS provides a familiar hybrid-cloud operating model and an alternative for organizations facing rising cloud costs. We design and deploy the environment to support workload portability, operational consistency and cost optimization.

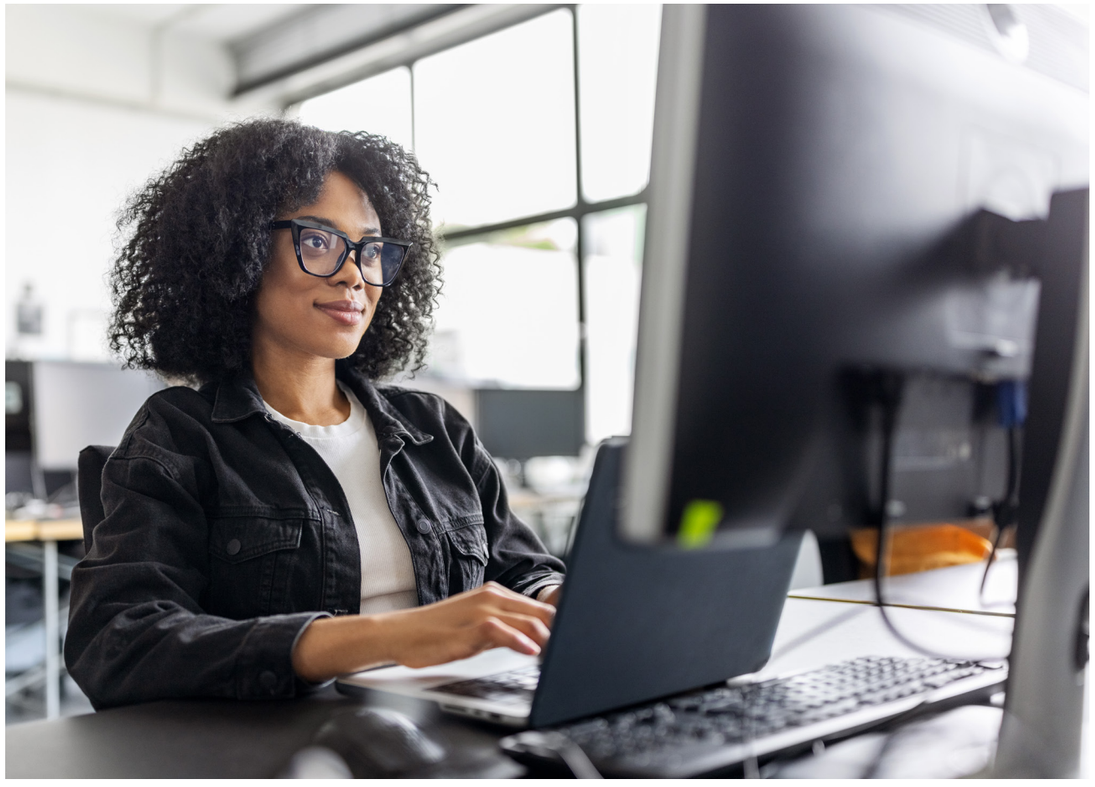
- **Nutanix NCI Cluster Rapid Deployment**
  Implement or refresh an on-premises Nutanix NCI cluster of up to four nodes with this rapid deployment service. We provide remote racking and cabling guidance and complete the base cluster installation using Nutanix best practices.

- **Virtual Desktop Solutions**
  Keep your virtual desktop environment current and operating effectively with services that cover new Horizon deployments, upgrades to existing deployments and health assessments.

- **vSphere Health Assessment**
  Get a clearer view of the health of your vSphere environment with an assessment covering the network, storage connectivity, ESXi servers and vCenter.

Storage Professional Services

- **HPE Alletra Rapid Deployment**
  Get your HPE Alletra array up and running quickly with a low-risk deployment approach. Our certified engineers deploy and configure the platform using HPE best practices to support reliable performance and faster operational readiness.



- **NetApp FSX on AWS**
  For scalable, efficiently managed cloud file storage, NetApp FSx on AWS provides a flexible option for your environment. We configure, secure and optimize FSx for NetApp ONTAP to support cost control, simplified data management and application performance.
- **NetApp ONTAP Rapid Deployment**
  Accelerate the installation or refresh of your on-premises NetApp storage array with our rapid deployment service. We provide remote racking and cabling guidance, perform the base ONTAP cluster installation and review the completed configuration with you.
- **SAN Switches Deployment**
  Deploy your SAN fabric hardware and software with support from our engineers. We handle SAN zoning and commissioning to help prepare the environment for operation.
- **Storage Assessments**
  Gain a clearer view of your storage environment through an assessment of capacity utilization, performance, quality of service (QoS) and health. We provide reports with findings and recommendations to help you understand your environment.
- **Storage Data Migration**
  We help you move your data from existing platforms to NetApp, Nutanix, HPE, Cisco UCS or cloud environments.
- **Storage Upgrade and Consolidation**
  Upgrade and consolidate your storage environment by adding nodes and disk shelves to the cluster and removing end-of-life (EOL) hardware.

Data Protection Professional Services

- **Commvault Backup for AWS**
  CDW-certified consultants can implement protection for AWS workloads like EC2 and EKS, platform as a service (PaaS) databases like RDS and DocumentDB. Commvault's Live Sync can replicate from VMware and Hyper-V to AWS, from AWS to VMware and Hyper-V and Azure. CDW-certified consultants can architect and implement a solution to meet any and all needs of your organization.
- **Commvault Backup for Azure**
  CDW-certified consultants can implement protection for Azure workloads, PaaS databases, SAP Hana on Azure and SQL utilizing Commvault. Commvault's Live Sync can replicate from VMware and Hyper-V to Azure, from Azure to VMware and Hyper-V and AWS. CDW-certified consultants can architect and implement a solution to meet any and all needs of your organization.
- **Commvault Backup Software Implementation**
  We provide enhanced implementation services of Commvault backup environments using Commvault's best practices and delivered by CDW's certified implementation consultants. During Implementation, CDW will assess the requirements, architect the environment and implement the solution to meet the service-level agreement's auditory requirements and reduce data loss.
- **Commvault Hyperscale Appliance**
  Commvault Hyperscale is Commvault's approach to a scale-out solution for backup data storage. CDW can implement these backup devices into the production data centre or in remote locations as a single storage and compute solution for any environment to meet high resiliency and performance requirements.
- **Commvault Rapid Deployment**
  Accelerate your Commvault implementation with a standardized rapid deployment. We configure the solution to agreed requirements, validate core functionality and prepare your environment for operational handoff.
- **Data Domain Implementation**
  Dell Data Domain is a highly scalable data deduplication device for backup storage and can be scaled to cloud storage using a DDVE. CDW-certified consultants can architect and implement the storage device into any backup software to meet your organization’s requirements.
- **Data Protection Health Check**
  Securing backup environments is crucial for data protection, as compromised solutions and data pose significant challenges. Misconfigurations can lead to vulnerabilities and expose backup data to attacks. The Data Protection Health Check is a tactical assessment to identify backup and recovery issues in the current environment.
- **Data Protection Strategy Assessment**
  Understand where your backup and disaster recovery environment stands and where it can improve. CDW evaluates the current environment, identifies gaps, compares appropriate vendor options and recommends a strategy aligned to business and recovery requirements.
- **Dell Backup Software Implementation**
  Implement or enhance your Dell backup environment while following Dell best practices. Our implementation services help configure the environment in line with those practices.

- **Disaster Recovery Assessment Service**
  Validate your recovery readiness before a disruption occurs with CDW's Disaster Recovery Assessment. We identify strategy and process gaps, assess risk and provide prioritized recommendations to improve recovery time, resilience and business continuity.

- **ExaGrid Implementation**
  Build scalable backup storage with a landing zone and air-gapped retention tier through an ExaGrid implementation. Our consultants integrate and configure ExaGrid with supported backup software to improve backup performance, scalability and ransomware resilience.

- **Office 365 Protection**
  With the Office 365 shared responsibility model, the customer is responsible for protecting their production data. CDW's certified consultants can architect and implement a solution to keep a secondary backup copy of your SharePoint, Teams, OneDrive and O365 Mail data to meet your auditory and retention requirements.

- **Remediation Efforts**
  When backup issues or misconfigurations threaten service levels, recoverability or compliance, our Remediation Efforts service can help address the identified problems. Our consultants investigate the issues and implement corrective actions within the agreed scope.

- **Tape Library Implementation**
  Replace aging tape infrastructure or introduce a new library with our Tape Library Implementation service. We can rack, install, upgrade and configure the platform and support migration from legacy tape where required.

- **Veeam Backup**
  CDW's certified consultants can implement Veeam Backup for AWS or Azure to protect workloads utilizing cloud storage. To do so, the consultant will gather information and requirements, implement the solution, test backups and restore and document the outcome of the project.

- **Veeam Backup and Replication Rapid Deployment**
  Get a standardized, accelerated Veeam implementation with Veeam Backup and Replication Rapid Deployment. We configure the platform to agreed requirements, validate backup and recovery functionality and prepare your environment for operational handoff.

- **Veeam Hardened Repository – Immutability**
  Protecting backup storage is as important as protecting production data. A Veeam hardened repository protects Veeam backup data by creating that unchangeable and undeletable safe copy to eliminate the chances of ransomware encrypting the backup data. CDW can implement the Veeam hardened repository and add it to the backup infrastructure.

Networking Professional Services

- **Application Firewall**
  Protect your applications by allowing only authorized traffic through the firewall. We configure this functionality using the Advanced Firewall Manager (AFM) module.

- **Cisco Meraki Rapid Deployment**
  Get your Meraki MX device or devices up and running with a base installation tailored to your environment. You can also add common use cases such as SD-WAN, site-to-site VPN and SSL VPN for user connectivity.

- **Cisco Switch Configuration**
  Quickly provision your new Cisco Catalyst hardware as part of a greenfield deployment with our Cisco Switch Configuration service. Benefit from CDW's professional expertise and best-practice workflows throughout the configuration.

- **Data Centre Build and Migration**
  Modernize or relocate your data-centre network infrastructure with our Data Centre Build and Migration service. We design, deploy and migrate enterprise environments using technologies such as ACI or NSX-T, with traditional architectures available for smaller requirements.

- **LAN/WAN Network Refresh**
  Replace end-of-life network devices or standardize a mixed-vendor environment with a LAN/WAN Network Refresh. We plan and execute the refresh across supported LAN and WAN technologies while minimizing operational disruption.

- **Load Balancer**
  Optimize user sessions across multiple backend servers with a virtual server configured for load balancing. This helps distribute traffic across your backend environment.

- **Network Assessments (LAN/SD-WAN/Wireless Network)**
  Gain a detailed view of your LAN, SD-WAN or wireless network environment through an in-depth assessment. You receive a detailed report outlining pain points, security concerns, configuration inconsistencies and recommendations.

- **Predictive Wireless Survey**
  Plan and optimize your wireless network deployment with our comprehensive Predictive Wireless Survey service. The survey is designed to support effective wireless network planning and deployment.

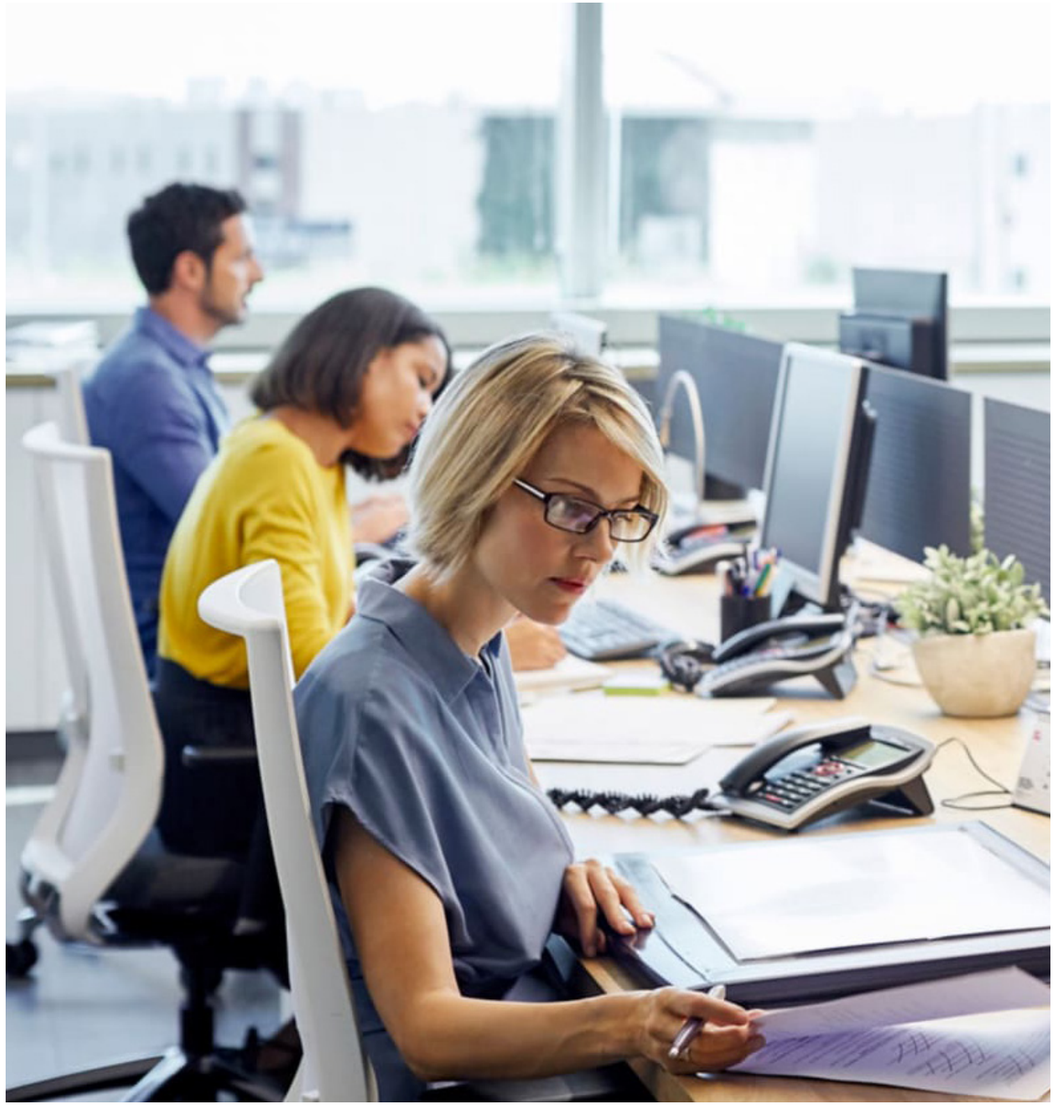
- **SD-WAN Design and Deployment**
  Move to a new SD-WAN network with seamless integration into your existing environment. We support the migration to help minimize downtime during the transition.

- **Secure Remote Desktop**
  Deliver secure remote desktop access via the Application Portfolio Management (APM) portal.

- **VMware Network Virtualization**
  We help you virtualize and secure your network infrastructure with VMware NSX Data Centre, enabling a software-defined approach to networking that simplifies management, strengthens security and extends connectivity across data centres cloud environments, endpoints and more.

- **WAF Protection**
  Protect your applications against malicious requests with a Web Application Firewall (WAF) policy delivered by CDW.

- **Wireless LAN Deployment**
  Whether you're deploying a greenfield or brownfield wireless LAN, we provide design and deployment services for environments ranging from small to large enterprises.



Cloud Services

The added complexities of ever-evolving public and multicloud environments make careful planning and skilled management a must. CDW helps you design and augment your cloud capabilities, build your platform to your exact specifications and manage your cloud environment efficiently, securely and transparently.

Managed Cloud Services

- **Managed AWS**
  CDW simplifies cloud complexity by helping you securely adopt, integrate and manage AWS. We provide ongoing support, help you scale, keep you informed and maximize your AWS ROI to achieve business goals faster.
- **Managed Azure**
  Managing dynamic cloud environments demands specialized expertise, especially for keeping critical systems online. CDW's next-gen Azure managed services, backed by 20+ years of experience, help ensure optimal operations with a trusted partner by your side.
- **Managed Azure Virtual Desktop**
  We take care of everything from infrastructure management and image updates to patching and performance monitoring.

Cloud Assessments

- **Cloud Technology Roadmap Prioritization (AWS/Azure)**
  The Cloud Technology Roadmap Prioritization (TRP) Workshop is a complimentary service provided by the Cloud Solutions Architect team at CDW Canada. This workshop is meticulously designed to assist organizations in aligning their technology initiatives with their overarching business vision. By doing so, it ensures strategic prioritization and accelerates the timelines for key projects, ultimately driving business success.
- **Cloud Cost Optimization**
  CDW's cloud experts help you optimize your cloud costs by evaluating your organization's cloud infrastructure, usage patterns and expenditure to identify cost-saving opportunities and provide actionable recommendations, best practices and strategies to reduce unnecessary spending and maximize cost efficiency.
- **LEADS Assessment (AWS)**
  CDW's Licencing Evaluation and Discovery Service (LEADS) enables businesses to assess and optimize current on-premises and cloud environments based on actual resources and utilization and third-party licencing. It has three key focus areas: identify legacy licensing savings, technical performance assessment and LEADS assessment results.
- **Accelerate Assessment for Azure**
  The CDW Accelerate Assessment for Azure provides organizations with a comprehensive evaluation of their current environment to create a roadmap for Microsoft Azure cloud migration. Through data collection, stakeholder interviews and expert analysis, this service benchmarks your architecture, processes and cloud maturity level to define the fastest path to your desired future state.
- **Cloud Readiness Assessment (AWS/Azure)**
  In-depth review of the technical and business factors that will impact a workload's readiness for public cloud. Provides customers with the financial and technical analysis of each workload and the recommended future state that will meet the customer's requirements.
- **Database Migration Assessment (AWS/Azure)**
  Assessment of the existing data on-premises to migrate into the cloud (examples of data types will be SQL, MySQL).
- **Well-Architected Framework**
  The well-architected review is a systematic approach to evaluating cloud architectures and can help you identify and fix potential issues with your environment.

Cloud Migrations

- **Customer Cloud Journey**
  Canadian businesses are increasingly challenged by aging systems, renewal pressures and constrained budgets. CDW's four-phase cloud migration service is designed to help you overcome those barriers and move confidently to the cloud.
- **On-Premises Virtualized Workload to AWS Native Migration**
  Migrating from on-premises hypervisors to AWS is a strategic move that offers substantial benefits, including great scalability, cost savings and access to advanced technologies. While AWS provides specialized tools and extensive capabilities to assist with your migration, a move to the AWS cloud can still be quite complex. Leveraging an AWS partner, like CDW, is helpful for migrating more efficiently and positioning your business for future growth and success in the cloud.

Cloud Modernization

- **Cloud Platform Modernization**
  CDW's Cloud Platform Modernization Journey is a structured, four-stage approach designed to help organizations modernize their cloud environments and overcome common infrastructure challenges, such as rising database costs, manual maintenance demands and stalled adoption of containers and CI/CD. The journey starts with building a clear business case and progresses through the design, deployment and operation of a cloud-native platform, with each stage building on the last to ensure steady progress. By aligning technology changes with business goals, it enables organizations to move faster, reduce operational complexity and deliver measurable ROI throughout the modernization process.
- **Infrastructure Automation Journey**
  Manual work, inconsistent deployments and slow processes can hold teams back and introduce unnecessary risk. CDW's Infrastructure Automation Journey help you modernize your environment with flexible Terraform and Ansible automation, while also monitoring and tracing the changes with quick rollbacks.
- **NetApp FSX on AWS**
  CDW's NetApp FSx on AWS service ensures seamless deployment of FSx for NetApp ONTAP, allowing your organization to scale and manage file storage in the cloud efficiently. By expertly configuring, securing and optimizing FSx for your unique environment, we pave the way for you to leverage cost-effective storage, simplified data management and enhanced application performance.
- **Nutanix NC2 on AWS**
  Are you worried about rising costs in your current cloud environment? CDW's Nutanix NC2 on AWS offers a flexible, cost-effective alternative, allowing you to leverage a familiar solution trusted by infrastructure professionals for years.
- **Automation QuickStart (Azure)**
  A simplified approach to automating a workload. Designed to focus on a pre-determined workload and leverage modern automation principles to quickly and easily set up a fully automated solution in the cloud.
- **Veeam QuickStart**
  An assessment of the customer's current environment. Architect, install and configure components of the Veeam Availability Suite, including Veeam backup and recovery and Veeam One Server.
- **Cloud Disaster Recovery (DRaaS) - (AWS, Azure, Commvault)**
  Deploy, adopt and integrate data protection in the public cloud securely. Scale where needed, as well as keep you informed of any changes and help you maximize the ROI on your cloud investments and achieve your business outcomes faster.

Cloud Security

- **Cloud Penetration Testing**
  CDW's Cloud Penetration Testing Service is used to discover, identify and classify potential deficiencies and vulnerabilities in organizations' cloud environments; and help assess the related security posture. CDW´s Cybersecurity consultants would attempt to identify and exploit vulnerabilities to simulate a malicious actor, and then provide recommendations to remediate issues.

Cloud AI

- **AI/ML Azure OpenAI Two-Day Primer**
  A two-day workshop on the ins and outs of Azure Cognitive Services, Azure OpenAI Service and Azure OpenAI Studio.
- **Azure OpenAI Crash Course**
  A course on Azure OpenAI services. Learn the differences between ML, AI and GenAI, see real-world applications and experience interactive prompt engineering with Azure Chat Playground.
- **Azure AI Launchpad**
  CDW Canada's Azure AI Launchpad is a fast-track engagement that helps mid-sized organizations unlock the power of AI; securely, affordably and with measurable business impact. In just four to six weeks, we deliver a working AI prototype and a secure Azure AI landing zone, powered by Microsoft's Azure AI Foundry.

Cloud Virtual Desktop Infrastructure (VDI)

- **Azure Virtual Desktop**
  A secure, Microsoft-native virtual desktop service that modernizes legacy VDI with simplified management, predictable costs, and a Windows 11 experience delivered from Azure.

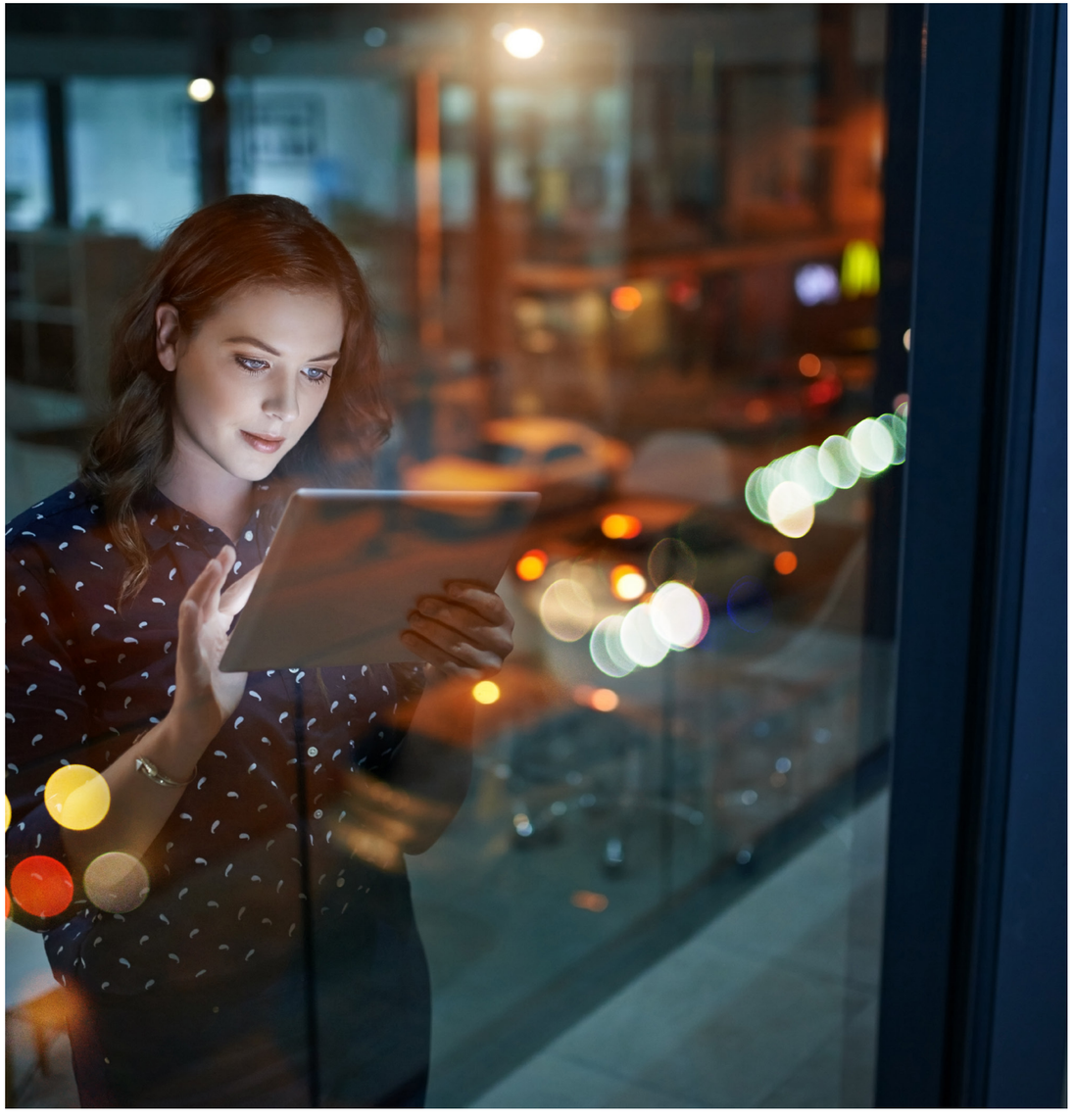
Data and Analytics

- **AWS AI-Ready Data Foundation**
  CDW's AWS AI-Ready Data Foundation Journey helps you modernize legacy data silos into a unified platform on AWS. Ready for analytics today and agentic AI tomorrow. Choose AWS-native or Databricks, all engineered for Canadian data residency and delivered locally.

- **Business Process Automation: Power Apps, Power Automate Flow and Azure Logic Apps**
  Assess your security and compliance posture within your Microsoft 365 environment to align with Microsoft's recommended best practices. We provide a report of the current state of your tenant with a prioritized list of actionable recommendations to help you identify and fix potential security issues in your environment.

- **CDW Microsoft Fabric Services**
  CDW helps you accelerate your data potential with Microsoft Fabric. Our services include the identification of high-impact use cases and a thorough assessment of your existing data ecosystem to pinpoint potential gaps and opportunities. We also evaluate architectural readiness and licencing frameworks to facilitate cost-effective solutions.

- **CDW Microsoft Data and Analytics Customer Journey**
  Accelerate your data potential with Microsoft Power Bi and Fabric. Embark on a seamless, end-to-end journey with CDW Canada as you adopt or upgrade your data systems. Our multiphase process is designed for Canadian customers and guides you every step of the way from detailed assessments to tailored architecture, smooth implementation and ongoing management. We seamlessly connect each stage with a targeted approach and robust security workflows, including data residency compliance, ensuring your migration is both streamlined and fully compliant.



Modern Workspace Services

At CDW, we can help our clients leverage technology to empower their employees, serve their customers and create exceptional experiences. Our modern workspace solutions go from endpoint to workspace to productivity and collaboration.

Managed Modern Workspace Services

- **Endpoint Risk Management**
  The Endpoint Management service for desktops, laptops and mobile devices provides daily management of the operating system, applications and connectivity through standard ITIL processes.
  Supported Vendors: Microsoft Intune, Jamf and Tanium

- **Managed Backup for M365**
  CDW's Managed Microsoft 365 Backup Service protects M365 workloads like Exchange, SharePoint, OneDrive and Teams. Using Veeam's technology, this service offers automated backups, long-term retention, rapid recovery and regulatory compliance.

- **CDW Service Desk**
  CDW Service Desk offers a scalable, single point of contact for all your IT support needs, delivered by experienced and certified professionals.

- **Managed HP Workforce Experience Platform (WXP)**
  At CDW, we're committed to supporting you at every stage of your HP Workforce Experience Platform (WXP) journey. From initial consultation to seamless onboarding, device integration and ongoing technical support, our team of experts ensures your transition to HP WXP is smooth and impactful.

- **Fleet Lifecycle Management**
  The full life of every device – 100% CDW-delivered.
  One service. One accountable partner. Every device – any brand, any OS – from acquisition to certified disposal. No subcontractors. No handoffs. No gaps.

Productivity

- **Tenant Migration**
  Mergers and acquisitions (M&A) involving Microsoft 365 require intricate planning, skilled technological acumen, great migration tools and proven experience. We have all of those plus a unique set of software tools found nowhere else.

- **M365 Assessment**
  The M365 Assessment provides a comprehensive evaluation of your organization's advanced Microsoft 365 (M365) services and security features.

- **Exchange On-Prem Assessment**
  CDW's assessment will review and analyze your local Exchange server environment, providing a report with findings and actionable best practice recommendations.

- **Teams Deployment**
  Migrate files from your network file server to SharePoint Online and OneDrive for Business to access them securely from any device with an internet connection, without needing a VPN.

Endpoint Management

- **Windows 11 Proof of Concept**
  Windows 11 offers new features to enhance security, mobility, and productivity. A Proof of Concept (PoC) helps evaluate your environment's readiness and deploy Windows 11 with minimal business impact.

- **Copilot+ PC Proof of Concept**
  The Copilot+ PC Proof of Concept (PoC) demonstrates how AI can be safely introduced in Windows with commercial data protection and shows how easily Copilot+ PCs can integrate with your existing Windows 11 Pro deployment and management.

- **Intune Assessment**
  The Intune and Autopilot Assessment evaluates your endpoint management strategy with Microsoft Intune and Windows Autopilot. It tackles challenges like inconsistent device management, security vulnerabilities and inefficient provisioning by reviewing configurations, deployment strategies and BYOD policies to align with industry best practices.

- **Intune Suite Pilot**
  Our Pilot for Microsoft Intune Suite tackles efficient device management by leveraging a comprehensive suite of tools to streamline operations, enhance security and boost productivity. This service delivers improved endpoint management, better security compliance and increased operational efficiency.

- **Intune Implementation**
  CDW's Microsoft Intune Implementation service delivers a tailored solution for deploying Microsoft Intune. Designed to enhance device and application security, improve productivity and reduce IT costs, this service leverages CDW's expert guidance to ensure a smooth implementation.

- **Apple Readiness Assessment**
  During the engagement, we will cover high-level topics such as procurement, connectivity, device posture, productivity and technology lifecycle. A quick questionnaire will be filled out by the client to show the current state and desired outcomes.

- **Apple Health Check**
  During the Apple Health Check engagement, we will cover high-level topics such as procurement, connectivity, device posture, productivity and technology lifecycle.

- **Apple Device Optimization**
  CDW will conduct a thorough evaluation and enhancement of the customer's current mobile device management (MDM) environment specifically for their Apple devices. This tune-up will be performed in accordance with the recommendations provided in the Apple health check, which is a requirement for this engagement.

- **Apple Mac Deployment Consultation**
  CDW's Mac Deployment Consultation is a complimentary service designed to help organizations seamlessly integrate Mac devices into their environment. In just 60 minutes, our Apple-certified experts review your current setup, identify roadblocks and provide actionable recommendations on deployment, security and management.

- **Apple Mobile Device Management (MDM) Fast Track Implementation**
  CDW will work with your team to implement the preferred mobile device management (MDM) system, such as Jamf Pro, Jamf School or Intune, for managing MacBooks, iOS and iPadOS devices. The focus is on completing Automated Device Enrollment, app deployment and configuration setup following Apple best practices, ensuring devices are supervised and integrated with your Entra environment per Microsoft and Apple guidelines.

- **Jamf Pro Implementation**
  As part of this engagement, CDW will guide your organization through the setup and configuration of Jamf Pro and ensure successful device enrollment. This service is designed to introduce modern device management practices by establishing streamlined, best practice baselines for key mobile device management (MDM) components.

- **Jamf Apple Device Management**
  An IT management solution for organizations that use Apple devices. This solution delivers the functionality required in today's modern work environme

- **Installation, Setup and AMT Activation for Intel vPro's EMA**
  CDW's team of experts can help you deploy Intel's Endpoint Management Assistant (EMA) tool and leverage Active Management Technology (AMT), providing you with a streamlined and efficient solution that enhances the overall user experience.

Lifecycle Services

- **Design Thinking Strategy Workshop**
  Our design thinking sessions are a strategic opportunity for executive teams to reimagine how technology can elevate and drive sustainable business value.

  These sessions go beyond traditional planning – they are collaborative, insight-driven engagements that align leadership around a shared vision. By applying design thinking principles, we focus on understanding customer needs, framing the right challenges and co-creating practical, future-ready solutions.

- **Endpoint Lifecycle Services**
  CDW's endpoint experts can help you optimize each stage of your device lifecycle. From the moment you create a procurement strategy to the end of the life of your devices, CDW is ideally positioned to take your endpoint journey to the next level.

- **Smart Hands**
  CDW Smart Hands Services minimize downtime by rapidly deploying and managing hardware and software, utilizing local experts to support your IT staff. This allows you to concentrate on running your business efficiently, confident that your critical infrastructure is well-managed.

Collaboration

- **Microsoft Teams Phone**
  AI investments in Teams Phone enhance productivity with better clarity, fewer interruptions and a smoother calling experience. Copilot in Microsoft Teams Phone adds intelligent features, helping you stay focused and making calls more effective and actionable.

GenAI

- **CDW Copilot Bootcamp**
  Copilot pilots are easy to start but hard to measure. The risk is not the trial licence; it is launching before the tenant is ready, training users on generic examples and ending the pilot without a clear decision on whether to scale.

  CDW's Copilot Bootcamp helps your organization run a secure, measured pilot in six weeks. CDW prepares the environment, enables 25 named users, trains teams on real work scenarios, measures adoption and use-case value, and closes with a recommendation to scale, remediate first or narrow the rollout.

- **Copilot Technical Readiness**
  The Copilot Technical Readiness is a one-day targeted workshop designed to rapidly assist technology and security wardens with readying the customer environment either as a precursor or as part of an initial deployment of M365 Copilot.

- **M365 Copilot Kickstarter**
  The M365 Copilot Kickstarter is a five-phase engagement designed to help customers understand the value of AI reinvention, identify top functional scenarios, build a business case and develop a strategic implementation roadmap for AI transformation powered by Microsoft 365 Copilot.

- **Copilot End-User Skilling**
  This workshop serves as an introduction to understanding Copilot's capabilities, including its integration with Microsoft Graph and adherence to security and compliance standards.

- **CDW AccelerateAI Services for Microsoft 365 Copilot & Agents**
  CDW's Copilot & Agent Implementation helps organizations move from AI readiness to governed execution by deploying the technical foundation, adoption model, agent lifecycle and operating controls needed to realize value safely.

- **Advisory Workshop for Copilot Cowork**
  AI can increase your team's productivity, but it can also introduce new risks to your security posture, open the door to data leaks and spills or result in unseen agent actions.

  Microsoft's recent pricing change to metered use with Copilot Cowork means there's a new AI governance item you need to cover. If you're concerned about ungoverned AI spending, that's where our team of experienced Microsoft consulting engineers help reduce risk.



Security Services

CDW Canada's Security Services provide independent evaluations of your security posture and help you fortify your weaknesses. Our certified experts design comprehensive strategies and solutions for protection and response.

Professional Security Services

You can rely on our team of experts to implement and review your professional security services. We also have authorized training centres to help your internal team make the most of your security technologies.
[Explore Managed Security Services]

Endpoint (AV, EDR, XDR)

- **Endpoint Health Check**
  Review current endpoint technology design and implementation and provide guidance on improvements that can be made.
  Supported Vendors: CrowdStrike, Cylance, Microsoft and Palo Alto

- **Endpoint Migration/Implementation**
  New deployment: deployment is from the ground up, no existing endpoint technology is being used. Migration: customer has deemed endpoint technology ineffective or costly to maintain effectively, CDW to remove and install better-suited technology for the customer.
  Supported Vendors: CrowdStrike, Cylance, Microsoft and Palo Alto

Identity and Access Management

- **Cisco User Protection Suite Services**
  CDW provides deployment for the Cisco User Protection Suite. Our Cisco-certified experts guarantee seamless integration, optimal configuration and accelerated time-to-value for your Cisco products.

- **IAM/SSO/Migration/Implementation**
  Whether you're implementing identity management for the first time or replacing an existing solution, we can help integrate LDAP/Active Directory (AD) and single sign-on (SSO) across your corporate applications. If you already have an IAM solution in place, we can migrate your existing LDAP/AD and SSO configurations to new technology while improving the overall architecture.
  Supported Vendors: Centrify, Microsoft and Okta

- **IAM/SSO Health Check**
  Review current SSO/IAM implementation and provide a report to show possible areas of improvement.
  Supported Vendors: Centrify, Microsoft and Okta



Network Security

- **Cisco Security Assessments**
  Cisco's security assessments involve an expert member of CDW's solutions team connecting with you for an interview-based gap analysis. Following this discussion, you will be provided with a findings report that includes high-level gaps, risks and vulnerabilities as well as next steps for your business.

- **Cisco Security Suites Services**
  CDW provides deployment for your Cisco security suites: Breach Protection and Cloud Protection. Our Cisco-certified experts guarantee seamless integration, optimal configuration and accelerated time-to-value for your Cisco products.

- **Next-Generation Firewall (NGFW) Rapid Deployment Services**
  Rapid deployment for implementing a greenfield NGFW solution or rapid deployment for likefor-like migration between vendor firewall platforms.
  Supported Vendors: Fortinet and Palo Alto Networks

- **Next-Generation Firewall (NGFW) Health Check**
  In-depth review of NGFW firewall throughput, architecture, design and availability to ensure stable operation.
  Supported Vendors: Cisco, Fortinet, Palo Alto Networks and SonicWall (partner supported)

- **Next-Generation Firewall (NGFW) Implementation Services**
  Design and implementation of a greenfield NGFW firewall solution or a like-for-like migration between vendor firewall platforms
  Supported Vendors: Cisco, Fortinet and Palo Alto Networks

- **SD-WAN Implementation**
  Discovery, design and implementation of a software-defined area network (SD-WAN) solution, starting by gathering customer requirements, identifying current infrastructure and building out an SD-WAN solution. Followed by a staged migration of production services.
  Supported Vendors: Cisco, Fortinet and Palo Alto Networks

- **SASE Rapid Deployment Service**
  Rapid deployment for implementation of a greenfield secure access services edge (SASE) solution.
  Supported Vendors: Cisco, Fortinet and Palo Alto Networks

- **Fortinet Migration**
  CDW's Fortinet FortiGate Migration service allows you to migrate from your existing NGFW solution to a Fortinet NGFW solution (either FGT 30-90 or FGT 100-900).

- **FortiGate Rapid Deployment Services**
  Rapid deployment for implementing a greenfield NGFW firewall solution or rapid deployment for like-for-like migration between vendor firewall platforms.
  Supported Vendors: Fortinet

- **Palo Alto Networks NGFW Refresh Service**
  Rapid deployment for implementing a greenfield NGFW firewall solution or rapid deployment for like-for-like migration between vendor firewall platforms. This service is a value-focused alternative to vendor-provided quickstart services.
  Supported Vendors: Palo Alto Networks

- **PAN-OS Upgrade Service**
  Downtime caused by upgrades is costly to your business. Our team has the expertise and experience to assist you in planning and patching your critical Palo Alto Networks infrastructure to avoid downtime and confirm your upgrades take place as seamlessly as possible.
  Supported Vendors: Palo Alto Networks

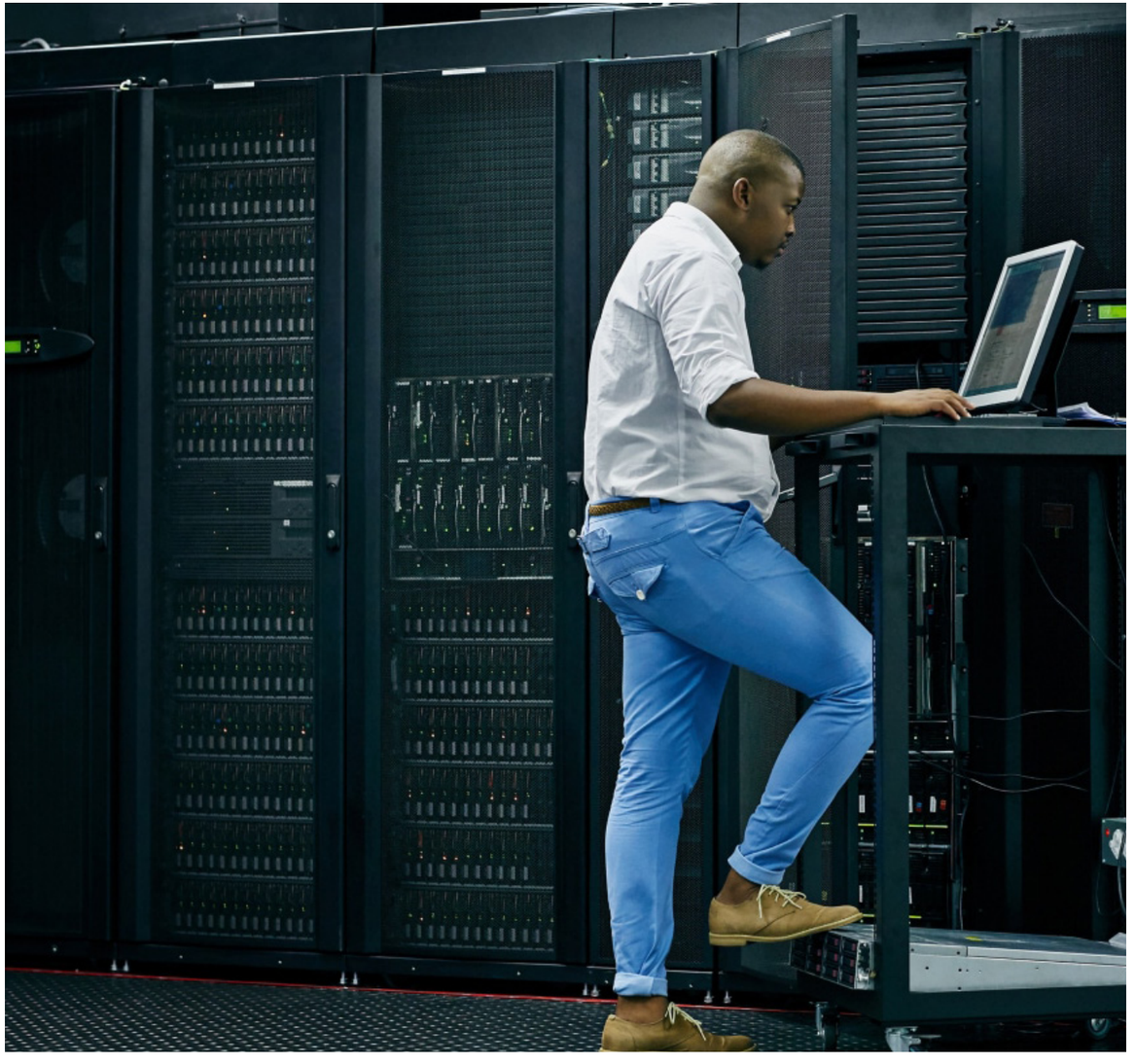
- **SASE Implementation**
  Discovery, design and implementation of a secure access services edge (SASE) solution, starting by gathering customer requirements, identifying current infrastructure and building out a SASE framework. Followed by a staged migration of production services.
  Supported Vendors: Palo Alto Networks

SIEM & Analytics

- **SIEM Health Check**
  Review of an existing platform to ensure that it is configured for optimal performance and contains the right log sources and content to support appropriate security monitoring.
  Supported Vendors: LogRhythm and Splunk

- **SIEM Migration/Implementation**
  The design and implementation of a SIEM solution from the ground up, including software installation and configuration, log source integration, as well as the implementation of alerts/use cases, reports and dashboards, based on the customer's requirements.
  In the case of migrations, we work closely with the customer to understand what needs to be moved over from the existing solution and what can be deprecated.
  Supported Vendors: LogRhythm and Splunk

- **SIEM Upgrade**
  System review and operational health check of an existing platform, followed by planning and executing a platform upgrade.
  Depending on how dated the platform is, multiple upgrades may be required, as well as a review of the memory/compute/storage requirements for the latest software versions.
  Supported Vendors: LogRhythm and Splunk



Microsoft Security

- **Entra ID Rapid Deployment**
  Microsoft Entra is a suite of cloud-based identity solutions that provide a host of identity and access management capabilities. Azure AD, a core Microsoft Entra solution, provides identity as a service features and capabilities, including cloud unified identity management, single sign-on, conditional access, identity protection and identity lifecycle management. This rapid deployment, optimized for small to medium-sized businesses, enables customers to quickly realize value from their investment in Azure AD.

- **Advanced Entra ID Deployment**
  This service expands upon the Rapid Deployment service offering to include the configuration of advanced conditional access policies, application provisioning, app proxy deployment and remote on-premise application provisioning.

- **Microsoft 365 Defender XDR Rapid Deployment**
  Microsoft 365 Defender is an XDR solution that natively coordinates detection, prevention, investigation and response across endpoints, identities, emails and applications. This rapid deployment, optimized for small to medium-sized businesses, enables customers to realize value from their investment in Microsoft 365 security.

- **Advanced M365 Defender Deployment**
  Like the quickstart service, this service will provide basic setup and configuration services for Defender for Endpoint, Defender for Identity and Defender for O365. It will also include configuring advanced features such as custom detection rules, custom alert policies, web content filtering, phishing simulations and SIEM integration.

- **Microsoft Purview Data Loss Rapid Deployment**
  Microsoft Purview is an advanced data governance, risk and compliance platform that allows organizations to govern, protect and manage their data. With Microsoft Purview's data loss prevention capabilities, organizations can define sensitive information patterns and detect those patterns within the information to protect against unintentional or accidental sharing of sensitive information. This rapid deployment, optimized for small to medium-sized businesses, enables customers to quickly realize value from their investment in Microsoft Purview Data Loss Prevention.

- **Data Discovery and Classification Deployment**
  Microsoft Purview Information Protection is a set of capabilities that can be leveraged to discover, classify and apply protection to sensitive. This service will include the configuration of sensitivity labels, custom sensitive information types, sensitivity label policies and the deployment of on-premise scanners.

- **Advanced Data Loss Prevention Deployment**
  This service will expand on the quickstart service offering to include the configuration of custom sensitive information types, advanced DLP policies, custom DLP policy conditions and the deployment of on-premise scanners.

- **Sentinel Rapid Deployment**
  Microsoft Sentinel is an advanced security analytics, threat intelligence, threat hunting and automation platform that allows organizations to correlate threat signals from multiple sources to increase attack detection, increase threat visibility and accelerate incident response. This rapid deployment, optimized for small to medium-sized businesses, enables customers to quickly realize value from their investment in Microsoft Sentinel.

Operational Technology (OT) Professional Security Services

- **OT Security Gap Controls Assessment**
  In today's evolving threat landscape, operational technology (OT) environments face increasing cyber risks that can impact safety, operations and business continuity. CDW's OT assessment services help identify control gaps, strengthen system architecture and align your environment with industry standards such as IEC 62443 and NIST.
- **OT Architecture Assessment**
  A technical evaluation of your operational technology environment designed to identify control deficiencies, security weaknesses and architectural risks across industrial systems. As OT networks become increasingly integrated with IT and external systems, ensuring robust, standards aligned controls is critical to maintaining system integrity, availability and safety.

Managed Security Services

Many Canadian organizations are not confident in their ability to detect and respond to a cybersecurity breach. A lack of in-house expertise and an insufficient number of skilled personnel are two of the top reasons respondents cited as to why organizations cannot effectively manage their security posture. CDW's managed security services allow you to leverage our highly specialized skills, technology and expertise, directly matched to your business need, all for a predictable monthly cost.

- **Managed Detection and Response (MDR)**
  Our MDR service enables advanced threat detection through automated correlation of events across network, cloud and endpoint solutions, delivering faster qualification, response and containment of threats.
  This service provides 24/7/365 threat monitoring, investigation and remediation, change and configuration management and monthly service reporting. Simplifying threat detection, correlation and response into one complete solution.
  Supported Vendors: Microsoft Defender, Microsoft Sentinel, PAN Cortex, CrowdStrike Falcon and Cisco Splunk

- **Managed NGFW (Next-Generation Firewall)**
  Growth in cloud-based services and infrastructure means organizations are finding it harder to manage technology complexity. CDW will help you adopt and integrate NGFW securely, provide ongoing support, or we can manage the environment for you. CDW can help you scale where needed, as well as keep you informed of any changes and help you maximize the ROI on your NGFW investments and achieve your business outcomes faster.
  Supported Vendors: Cisco, Fortinet and Palo Alto

- **Managed Palo Alto Network Services**
  Having Palo Alto Network solutions continuously monitored for service availability and performance is easier with CDW's managed services. Our services are managed by certified experts to deliver in-depth analysis and response.
  Supported Vendors: Palo Alto

- **Managed SASE**
  Managing SASE in-house requires significant investment in specialized expertise, infrastructure and ongoing maintenance. Our service reduces operational burden, provides expert support and ensures continuous access to the latest security innovations. Our Managed SASE service provides a comprehensive, cloud-delivered security solution that integrates all elements into a single, unified platform.
  Supported Vendors: Fortinet and Palo Alto (Prisma Access)

- **Managed Secure Service Edge**
  Our Managed Secure Service Edge service based on zero trust offers seamless, secure access from any device to any location. CDW analysts will simplify operations through centralized policy creation and aggregated reporting, which improves threat detection and remediation.
  Supported Vendors: Cisco



- **Managed SD-WAN (Prisma SD-WAN)**
  The Prisma SD-WAN solution is a cloud-first solution that eliminates the costs of expensive multiprotocol label switching (MPLS) network solutions, improves end-user experience and provides scalability to modernize network performance and security.
  Supported Vendors: Palo Alto Networks

- **Managed SIEM**
  This service helps you improve your organization's overall security posture by quickly identifying cyberthreats across your network and cloud environments, providing your team with the right response strategy to defend against these threats.
  Supported Vendors: Splunk

- **Managed Compromised Credentials Monitoring**
  This managed service focuses on monitoring the deep and dark web for indicators of user credentials that might have been stolen or leaked, extending your level of observability into areas that are typically hidden, giving you the peace of mind that your credentials are being actively monitored, personal and sensitive information is secured, and you can respond promptly in case a compromised credential is identified.



Risk Advisory Services

CDW's senior consultants can help our customers detect their organization's vulnerabilities, create a plan to minimize cyber risk and guide them on complying with government privacy legislation.

Governance Risk and Compliance

- **AI Governance Framework Implementation**
  Empower your organization to harness artificial intelligence (AI) responsibly and confidently. Our AI Governance Framework Implementation service is designed to help you move from fragmented AI adoption to disciplined, defensible governance aligned with internationally recognized standards. Our experts will work with you to define clear guidelines for ethical AI use, risk management and compliance, to ensure your organization can innovate securely and maintain stakeholder trust.

- **AI Threat Readiness Assessment**
  AI is changing the speed and sophistication of cyberattacks. Threat actors are using AI to automate targeting, improve evasion and scale attacks in ways traditional controls were not designed to handle.
  The AI Threat Readiness Assessment provides a board-defensible answer, scoring your verified readiness to identify exposure, defend critical systems, respond to threats and recover operations. The outcome is a practical, prioritized plan to reduce risk and improve resilience.

- **Cybersecurity Maturity Assessment**
  CDW's Cybersecurity Maturity Assessment provides a structured, objective evaluation of your organization's current cybersecurity posture using recognized industry frameworks.
  The assessment includes: the review of governance, policies, controls and operational practices; the assessment of maturity across security domains and the identification of gaps and prioritization of remediation activities.

- **Privacy Impact Assessment**
  Privacy impact assessments (PIA) are performed to ensure privacy risks are addressed in a client's information handling practices. The objective of this assessment is to identify, assess and prioritize deficiencies in current privacy practices against the client's privacy obligations to determine compliance with required and addressable regulatory requirements and associated risks with gaps in compliance.
  Security Frameworks: PIPEDA, HIPAA and GDPR

- **Risk Assessment**
  Risk assessments are performed to assist clients in understanding security threats, vulnerabilities and associated risks that may affect confidentiality, integrity, and availability of client data, supporting infrastructure/systems and critical applications. Risk assessments include a gap assessment against industry security standards to identify vulnerabilities in the client's environment. The risk assessment focuses on people, processes and technologies that interact with the client's sensitive information.



- **Security Incident Response Tabletop Exercise**
  The security incident response development service assists in enhancing your ability to manage real-world incidents effectively. CDW collaborates with you to create a tailored security incident response plan, detailing steps for identification, prioritization, containment, eradication, recovery and post-incident lessons learned, along with a comprehensive ransomware runbook.

- **Third-party Certification Readiness**
  It provides guidance on the adoption of the ISO framework, identifies gaps in coverage, determines compliance and implements missing controls. This can be a helpful first step towards adoption and eventually ISO 27001 certification.
  Security Frameworks: CIS Controls, ISO 27001, ISO 27017, ISO 27018 and NIST CSF

- **Threat Risk Assessment**
  Threat risk assessments (TRA) are performed to provide additional threat analysis context that a standard-based risk assessment does not. In addition to what is covered in a risk assessment, a TRA will also provide additional context related to various threat vectors that might affect the target organization.
  Security Frameworks: CIS Controls, ISO 27001, ISO 27017, ISO 27018 and NIST CSF

- **Security/Privacy Program Implementation**
  Security/Privacy program implementation includes the customization of technical, administrative and physical controls to protect a client's sensitive information and privacy. The services include implementation of policies, procedures, and forms; establishment of a governance committee; information security awareness training; risk management and program metrics. Program implementation often uses an industry security standard as a baseline for implementation; below are some examples of the most common standards used.
  Security Frameworks: CIS Controls, ISO 27001, ISO 27017, ISO 27018 and NIST CSF

- **Security/Privacy Program Maintenance Retainer**
  The Security/Privacy Program Maintenance Retainer service is geared toward clients that have achieved certification against an industry standard and require ongoing support for the maintenance of certification. Activities included in the program maintenance retainer include, but are not limited to: annual risk assessment, annual internal audit, external audit management, governance committee meetings and ad hoc security/privacy consultation.

- **Virtual CISO**
  The virtual chief information security officer (vCISO) service is an on-demand program that meets the unique needs of a client to support their security governance, risk and compliance functions. This program facilitates sharing the knowledge and experience of outsourced corporate security, compliance and internal audit department, while not incurring the full financial burden. The CDW Cyber Risk group acts as a trusted advisor to build and maintain the client's information security and risk posture.



Penetration Testing

Penetration testing isn't a checkbox; it's how you uncover real world weaknesses across networks, systems, web and mobile applications and other critical assets before adversaries exploit them.

Get professional grade assessments tailored to your environment and scale. Our ethical hackers simulate real attacks, expose the issues that matter and deliver clear remediation guidance all backed by an intuitive customer portal with detailed reporting that keeps your team informed end to end.

- **Core Penetration Test**
  Protect your business before attackers find the gaps. Get professional-level security assessments without the enterprise-level costs. CDW empowers organizations of any size to uncover and close security gaps across your entire network, inside and out. Our ethical hackers simulate real-world attacks to expose weaknesses, deliver clear remediation guidance and help you strengthen your overall security posture all through an intuitive customer portal with detailed reporting that keeps you informed every step of the way.

- **Penetration Testing as a Service (PTaaS)**
  Annual penetration tests are no longer sufficient. In today's fast-paced digital landscape, waiting a year between tests leaves your environment vulnerable. Attackers don't wait, and neither should you.

  With CDW Penetration Testing as a Service (PTaaS), you get cutting-edge security testing on a bi-weekly, monthly or quarterly basis, ensuring real-time findings. Experience prioritized, actionable guidance through our user-friendly portal, not just scanner outputs. This means faster issue resolution and smoother audits, keeping your business secure and compliant.

- **AI Penetration Testing**
  When you deploy AI systems like chatbots and large language models, you face unique security challenges such as adversarial attacks, data leakage, model manipulation and compliance risks. CDW's AI Penetration Testing Service provides a specialized cybersecurity assessment designed to evaluate and strengthen the security posture of these advanced systems. Our value proposition is to help you proactively identify vulnerabilities, mitigate risks and ensure regulatory compliance, leveraging deep expertise in both traditional and AI-specific security domains.

- **Cloud Penetration Testing**
  CDW's Cloud Penetration Testing Service is used to discover, identify and classify potential deficiencies and vulnerabilities in organizations´ cloud environments; and help assess the related security posture. CDW´s Cybersecurity consultants would attempt to identify and exploit vulnerabilities to simulate a malicious actor, and then provide recommendations to remediate issues.

- **Email Social Engineering**
  Email phishing, a type of social engineering, is a common tactic utilized by threat actors when targeting an organization to gain sensitive information or network access. Email social engineering campaigns assess an organization's employee security awareness of these types of attacks by measuring link click rate, malicious attachment execution or the submission of user credentials on a compromised login portal.

- **Mobile Application Penetration Testing**
  A penetration test that simulates an attack against a mobile application to identify client-side vulnerabilities including, but not limited to, insecure data storage, build misconfigurations and insufficient reverse engineering security controls.

- **Network Penetration Test (Internal or External)**
  An external penetration test encompasses a scan of an organization's external-facing infrastructure to identify vulnerabilities, manually verify issues and exploit them to demonstrate what could be accomplished by a threat actor.

  An internal penetration test demonstrates what an external attacker could accomplish after they have breached an organization's perimeter. Internal network penetration testing includes scanning, validation and exploitation of discovered vulnerabilities, as well as manually probing the network for additional attack vectors not typically identified with automated scanners.

- **Phone Social Engineering**
  Phone-based social engineering, or vishing, is a tactic used by threat actors to attempt to gain sensitive information or persuade a user to perform an action that could lead to a security breach via text messaging or phone calls. Phone social engineering engagements assess employee security awareness against voice or text-based attacks which could put the organization at risk.

- **Red Team Assessment**
  An assessment recommended for organizations with a mature security practice; red team engagements focus on testing an organization's detection and response capabilities to real-world attack scenarios. These longer-running assessments emulate a dedicated threat actor attempting to gain a foothold within an organization by means of exploiting technical vulnerabilities or using various types of social engineering in order to achieve a pre-determined goal while remaining undetected on the network.

- **Web Application Penetration Testing**
  Web application penetration testing is performed to identify and exploit vulnerabilities in the web application and its components using manual and automated techniques.

Vulnerability Management

- **Vulnerability Management Service**
  CDW's Managed Service provides continual visibility and meaningful security insight into client environments and the risk associated with vulnerabilities. This empowers the customer to manage their attack surface by identifying vulnerabilities as well as prioritizing and validating their remediation.

  CDW's Professional Service helps clients evaluate their current vulnerability management program and tools, identify opportunities for improvement, develop strong processes and policies to seamlessly manage their program.

- **Tanium Cloud Rapid Deployment**
  CDW's Tanium rapid deployment solution, tailored for small to medium-sized businesses, will help with deploying and configuring the cloud-based solution that aligns with your organization's security requirements.

- **Tenable VM Rapid Deployment**
  CDW's skilled consultants will help you get started with the Tenable Vulnerability Management (Tenable.VM) platform by helping you to install and configure the platform according to vendor best practices to meet your organization's needs.



Digital Transformation Services

IT service management and digital workflow platforms are rapidly becoming a cornerstone of modern IT. Organizations are leveraging these solutions to optimize operations, improve efficiency and deliver seamless experiences across their business.

ServiceNow Assessment & Advisory

- **Maturity Assessment and Roadmap**
  This assessment helps identify process design, governance and performance management gaps as preparation for the implementation of ServiceNow.

- **SmartScan**
  With SmartScan, CDW will review the customers ServiceNow instance health against global benchmarks in addition to establishing focus areas and ownership, identifying key initiatives as themes and path for platform success, and providing a recommendations report with summary of findings.

ServiceNow Project Services

- **IT Service Management (ITSM)**
  The ITSM module automates IT service delivery, consolidating tools, and legacy systems to provide a unified platform for managing IT services.

- **IT Operations Management (ITOM)**
  ITOM ensures business agility by providing visibility, controlling IT operations, automating routine tasks and ensuring continuous service delivery.

- **IT Asset Management (ITAM)**
  Provides comprehensive tracking and management of organizational assets, ensuring optimal utilization and minimizing redundancies.

- **Strategic Portfolio Management (SPM)**
  Strategic Portfolio Management (SPM) is a solution that helps organizations align strategy with day-to-day work, enabling them to drive business outcomes by managing strategic and operational work from one place, prioritizing initiatives and building roadmaps to guide investments.

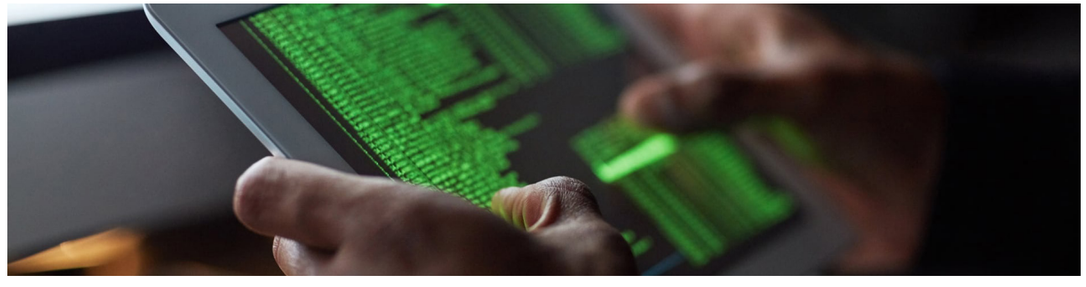
CDW Smart Services -ServiceNow-as-a-Service (SNaaS)

- **Subscribed Services Platform - SmartITSM**
  A CDW-owned and managed instance of ServiceNow which is domain separated for customers, branded to them and with basic administration capabilities such as user and configuration item management, knowledge management etc. With pre-built workflows based on OOTB features and functions customers can be up and running in as little as two weeks.

- **SmartTeam**
  Helps customers establish a robust continuous improvement program. Customers can purchase a block of hours for scheduled and guided access to specialized resources and apply these to any manner of task in their ServiceNow instance.

- **SmartCSA**
  CDW's Customer Success Advisor (CSA) helps you get the most out of your ServiceNow investment and oversees the delivery of services.

- **SmartAdmin**
  A scoped managed service designed to meet the needs of customers who already have or will soon have their own ServiceNow instance and want to offload the day-to-day administration and housekeeping to a partner with deep and wide ServiceNow expertise.

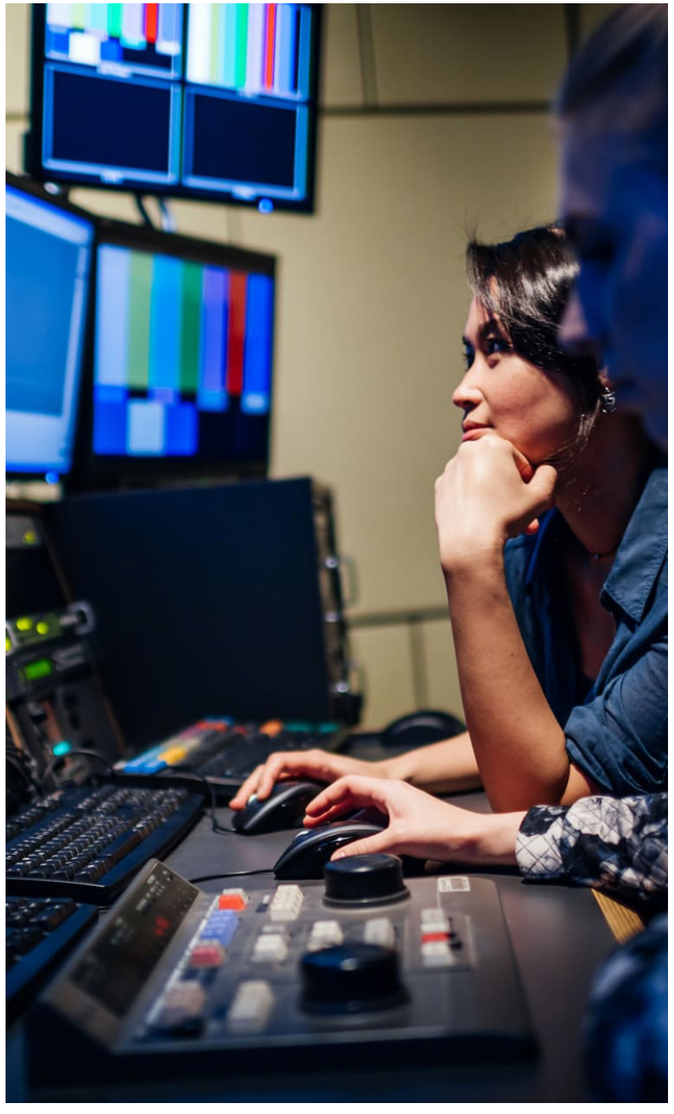


Media & Entertainment

CDW is the leading Canadian software solution provider for the media and entertainment (M&E) industry. We serve thousands of clients, ranging from freelancers and start-ups to some of the largest studios in the industry.
Our M&E experts work hand in hand with our infrastructure, cloud and security teams to provide you with the best-in-class offerings that will keep your projects on time, secure and on budget.

- **Media and Entertainment IT Solutions**
  These services include StudioCloud, a community cloud for the digital media industry, offering on-demand computing to studios. The predictable, per-use cost model of StudioCloud allows studios to save money, time and assets by matching the availability of IT resources with the project demands and timetables.
  Supported Vendors: Autodesk, Dell, EMC and Intel

- **StudioCloud**
  We've levelled the playing field and created StudioCloud Powered by Intel, a completely secure, fully-managed, infinitely scalable solution customized to you. Select the number of nodes and the term length you need based on the project at hand. Best of all, we offer an MPAA-audited environment for studios of any size. Plus, our facilities offer a fully-managed service with 24/7/365 monitoring and support from StudioCloud engineers backed by our own network and security operations centre.
  Supported Vendors: Autodesk and Intel



Strategic IT Staffing Services

CDW offers a wide mix of IT staffing services. Today we help our clients find skilled talent across the country using the same team that we use to staff our internal projects. As the landscape to find IT talent becomes ever more competitive, CDW gives you access to a deep network of proven technical consultants. We're here to support your business by supplementing full-time staff or providing specialized technical skills for your long-term or project-based needs.

