CDW Microsoft CSP

Simplify, Support and Scale Your Microsoft Cloud Solutions

Your trusted partner for Microsoft 365 and Azure, plus cloud management

As a Microsoft Cloud Solution Provider (CSP), CDW provides a simplified way to purchase, manage and support your Microsoft 365 and Azure solutions through a single trusted partner. Instead of navigating Microsoft's evolving cloud ecosystem alone, you work with a partner who oversees licensing, provisioning, billing and support while helping you get more value from your productivity, security and cloud infrastructure investments.

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As your CSP partner, we help you build a more efficient, secure, AI-ready environment across Microsoft 365 and Azure solutions.

Cut through cloud complexity

The shift toward AI-powered tools like Copilot adds new licensing options and readiness requirements on top of already complex Microsoft 365 and Azure models. You're managing hybrid environments, rapid user adoption needs and ongoing subscription changes, and each decision affects cost, security and performance. We help you simplify that complexity so you can support your users and accelerate your AI initiatives without getting buried in administration.

CSP turns a reseller relationship into a partnership

With CSP, you don't just buy licenses — you gain a partner who stays with you through the entire lifecycle. We help you select and right-size Microsoft 365 and Azure solutions, manage user provisioning, optimize spend and resolve issues quickly. You get a single point of contact who understands your environment and supports your cloud and AI goals at every stage. We also help you stay ahead of upcoming licensing changes so you can avoid unexpected increases and plan confidently for your cloud and AI roadmap.

Offload billing, provisioning and support

Managing Microsoft 365 and Azure solutions shouldn't pull your team away from strategic work. As your CSP partner, we handle billing, licensing adjustments and Microsoft escalations so you get a more predictable, streamlined cloud experience. You stay focused on driving outcomes while we manage the day-to-day details.

The value of CDW as your Microsoft CSP partner

- **Flexible billing:** Choose monthly or annual billing options that align with your budget model.
- **No minimum seat commitment:** Scale Microsoft 365 and Azure solutions up or down as your needs change.
- **We manage your Microsoft relationship:** We handle billing and escalation so your team can stay focused on higher-value priorities.

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A Partner with the Expertise, Tools and Services to Support Every Stage of Your Microsoft Cloud Experience

We know your Microsoft environment is constantly evolving, and you need a partner who can keep pace. As your CSP partner, we give you the expertise, visibility and services you need to manage Microsoft 365 and Azure solutions across your organization.

Deep Microsoft expertise

We bring certified expertise across the entire Microsoft cloud ecosystem. CDW holds all core Microsoft Cloud Partner designations, reflecting our proven capabilities in modern work, security, business applications, Azure infrastructure, data and AI, and digital and app innovation.

Inscape: Exclusive visibility and control for CDW CSP customers

Managing Microsoft 365 and Azure solutions is easier when everything is visible in one place. With Inscape — our exclusive cloud and SaaS management platform for CSP customers — you gain a unified view of cost, usage, security and governance across your Microsoft environment. We help you streamline administration, track budgets, monitor adoption and uncover savings opportunities so you can manage your cloud with clarity.

Copilot QuickStart: Accelerate readiness and adoption

Moving to Copilot requires more than assigning a license. Our Copilot for Microsoft 365 QuickStart engagement gives you advisory guidance, tenant readiness assessments, license assignment support and structured training to help your users adopt Copilot. We help you prepare your environment, identify ideal pilot groups and build momentum across the organization so you can quickly realize the value of Microsoft's AI-powered capabilities.

Transparent billing and flexible terms through Rubi

Managing your Microsoft services should be simple. With Rubi — CDW's digital portal — you get clear visibility into your licenses, spend and renewal dates across Microsoft 365 and Azure solutions. You can choose monthly or annual terms, make adjustments as your needs evolve and rely on us to ensure everything stays aligned with your budget model and cloud strategy.

Proven governance and migration capabilities

Whether you're consolidating tenants, tightening compliance controls or moving workloads into Azure, we help you build a secure and well-managed Microsoft environment. Our governance, identity and migration services ensure your Microsoft 365 and Azure deployments follow best practices for configuration, security and operational consistency. We help you reduce risk, improve manageability and ensure your cloud environment is ready to scale.

Core Benefits with CDW as Your Microsoft CSP Partner

As your CSP partner, we deliver more than simplified licensing. We give you hands-on guidance, tools and services that strengthen every part of your Microsoft 365 and Azure solutions environment.

Expert licensing guidance

Microsoft licensing is complex, and choosing the wrong mix can quickly inflate your costs. We help you navigate the full Microsoft 365 and Azure solutions portfolio so you're only paying for what you need. Our specialists review your usage, identify savings opportunities and right-size your subscriptions so your cloud stays cost-effective and aligned to your real requirements.

Flexible subscription management

Your organization's needs can change quickly, and your Microsoft subscriptions should keep pace. We help you scale seats up or down, choose monthly or annual billing and adjust licenses as your environment evolves. With Rubi — our self-service portal — you can co-term renewals, update seat counts and manage billing with clarity and control.

24/7 U.S.-based break/fix support

When something goes wrong, you shouldn't have to navigate multiple support channels. With CDW, you get direct Tier 1–3 support for Microsoft 365 from a single U.S.-based team. We troubleshoot and resolve issues, or escalate them on your behalf, so you spend less time opening tickets and more time keeping your environment productive.

Governance, management and visibility with Inscape

Managing Microsoft 365 and Azure solutions requires visibility into cost, usage and security. Inscape gives you that single pane of glass. We help you monitor cloud spend, track license activity, manage identity and reduce compliance risk. You get the oversight you need to prevent license sprawl and maintain a secure, well-governed environment.

Copilot and AI enablement

Adopting Copilot requires readiness, training and ongoing management — and we support you at every step. We help configure your environment, assign licenses, guide your pilot users and provide training that delivers results. Our goal is to help you unlock real ROI from Microsoft's AI-powered productivity tools so your teams get value from day one.

Enhanced support services for CSP customers

Get access to services that extend far beyond standard licensing support.

- **CDW Technology Support (CTS)** provides supplemental break/fix support for Microsoft solutions not purchased through our CSP program.
- **On-demand engineering** provides targeted guidance for Microsoft 365 administration.
- **Microsoft training credits** help your teams learn, adopt and stay current on new capabilities.

These expanded services give you the operational depth you need to run a reliable, secure and well-supported Microsoft environment.

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How CDW's CSP Service Works

Whether you're new to CSP or transitioning from another agreement, we make the move easy. Our four-step approach ensures you get the right licenses, the right configuration and the right support from day one.

1. Assessment

We start by reviewing your current Microsoft 365 and Azure solutions, usage and cloud posture so we understand exactly where you are today. Whether you're coming from another CSP provider or transitioning from an enterprise agreement, open license or other program, we help you make a smooth, low-disruption move into CSP. We identify gaps, risks and opportunities so you have a clear plan for improving cost efficiency, security and adoption.

2. Planning and provisioning

Next, we define the right mix of Microsoft 365 and Azure solutions based on your goals, usage patterns and technical requirements. We help you set up a new tenant or bring your existing tenant under CSP with the solutions you need. Our team ensures your environment is aligned, secure and ready for deployment.
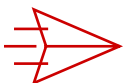
3. Onboarding and enablement

We help you activate and configure your Microsoft environment so you can move forward with confidence. This includes deploying Microsoft 365 services, enabling identity and security controls, and setting up Inscape. If you're adopting Copilot for Microsoft 365, we can accelerate readiness and training through our Copilot QuickStart engagement. Our goal is to make sure your users, admins and environment are ready to succeed from day one.

4. Ongoing management and optimization

Once you're up and running, we stay with you. You get continuous 24/7 support, along with ongoing cost and usage monitoring through Inscape, to help you maintain visibility and control. Rubi simplifies license changes and billing so you can adjust as your needs evolve. We provide ongoing guidance to help you optimize spend, strengthen security and get more value from your Microsoft 365 and Azure solutions investment over time.

Real-World Use Cases Where CDW's CSP Program Makes a Difference

Organizations of all sizes rely on Microsoft 365 and Azure solutions in different ways — but the challenges are often the same: cost control, adoption, support and manageability. Here are a few common scenarios where partnering with CDW through CSP delivers meaningful impact.

Small to medium businesses

Seasonal staffing and fluctuating workloads can make long-term licensing commitments impractical. We give small and medium-sized businesses the flexibility to scale Microsoft 365 and Azure solutions up or down without locking into oversized contracts. With CDW managing provisioning and billing, you can adapt quickly while keeping costs predictable.

Growing enterprise

As your Microsoft cloud footprint expands, managing multiple subscriptions, agreements and cost centers becomes more complex. We help centralize your billing, streamline governance and unify visibility across Microsoft 365 and Azure solutions. With CDW handling escalation, optimization and lifecycle management, your IT team stays focused on accelerating growth.

Modern workforce

Supporting a distributed workforce requires consistent access, secure identity and responsive help desk support. We help you onboard remote employees with the right Microsoft 365 and Azure solutions, configure secure collaboration tools and handle break/fix escalation on your behalf. Your users get fast, reliable support while your team avoids the daily operational burden.

Cloud cost optimization

Cloud usage grows quickly — and so can waste. With Inscape, you get real-time visibility into spend, usage patterns and license activity across Microsoft 365 and Azure solutions. We help you identify savings, reduce license sprawl and optimize workloads so your cloud environment stays efficient and aligned to your business goals.
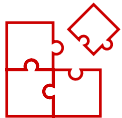
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CDW's Own Cloud Transformation Journey

We don't just guide our customers through cloud transformation — we've taken the same journey ourselves. Here's how CDW used Microsoft technologies to solve real challenges and achieve measurable results.

Challenge

As a longtime IT solutions provider, we faced the common problem many customers do: We needed to modernize our infrastructure while supporting a mix of workloads — some suited for cloud, others better for on-premises environments. Our legacy hypervisor environment was aging, and we wanted to add more flexibility, improve performance and reduce long-term costs — without disrupting internal operations or sacrificing agility.

Solution

We turned to Azure Local — Microsoft's on-premises Azure solution — deploying a hybrid data center strategy that gave us the ability to run workloads where they made sense. Over just four months, we migrated more than 800 non-production virtual machines to Azure Local.

By doing so, we gained the agility to move workloads seamlessly between on-premises and cloud while leveraging our existing investments in hyperconverged infrastructure and cloud-native services like Azure Kubernetes Service, Azure SQL Managed Instance and Azure ExpressRoute.

Results

- We completed the migration of 800+ VMs within four months — a pace that demonstrates the effectiveness of a partner-oriented cloud strategy.
- Disk I/O performance and network throughput exceeded previous benchmarks. SQL workloads in particular saw nearly double the performance compared to our prior hypervisor setup.
- The hybrid/hybrid-cloud flexibility accelerated development cycles. For example, during a recent market rollout, we spun up a functional environment (domain controllers, infrastructure) within 48 hours — dramatically shortening time to market.
- We reduced virtualization renewal costs by more than half through license consolidation and optimized infrastructure utilization.

Ready to Simplify, Support and Scale Your Microsoft Cloud?

Your Microsoft environment is essential to how your organization works — and the right CSP partner can make it easier to manage, easier to secure and easier to optimize. Whether you want to streamline licensing or gain better visibility into Microsoft 365 and Azure solutions, we're here to help.

Talk to your CDW account manager

Connect with your CDW account manager to discuss switching to CSP or optimizing your current Microsoft solutions model. We'll help you evaluate your environment and choose the right path based on your goals, budget and timeline.

Take advantage of our complimentary offerings

- **Free CSP assessment:** Get expert guidance on your Microsoft 365 and Azure solutions, including cost savings and optimization opportunities.
- **Copilot readiness workshop:** Assess your environment, understand prerequisites and build a clear plan for Copilot adoption.

Contact the CDW CSP team

Phone: 800.800.4239
Learn more: CDW.com/MicrosoftCSP

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Frequently Asked Questions

Question	Answer
Do I lose my direct relationship with Microsoft?	No — you keep your Microsoft relationship. By adding CDW as your CSP partner, you gain a local team that manages billing, license administration and support escalation on your behalf.
Why shouldn't I just buy directly from Microsoft?	You can, but when you purchase through CDW CSP you gain more flexibility with included break/fix support, easier subscription management and guidance from specialists who understand your environment and licensing needs.
How does billing work?	You receive a centralized monthly or annual invoice from CDW, based on the billing model you choose. Seats can be added or removed as needed, and any mid-term additions are prorated. Billing is simple, predictable and aligned to your financial model.
Is support really available 24/7?	Yes. CDW provides U.S.-based 24/7 break/fix support for your Microsoft 365 and Azure solutions as part of CSP. You get a single partner to call for faster troubleshooting and escalation.
What about Copilot licensing and training?	Microsoft has updated CSP pricing and commitment rules in recent years, including adjustments such as the 5% increase for annual subscriptions billed monthly. We help you understand these changes and plan renewals to avoid surprises.
Will CDW need access to my tenant? (GDAP)	Yes — we require specific permissions through Granular Delegated Admin Privileges (GDAP) to manage your subscriptions effectively. These permissions allow us to provision licenses, assist with support tickets and resolve issues quickly, and are granted with your full visibility and control.
Can I transfer from another CSP provider or agreement type?	Yes. We handle transitions from other CSP partners, enterprise agreements, open license programs and other contract types. Our team ensures that the move is seamless and does not disrupt your users.
Will my users experience downtime during the switch to CSP?	No. Moving to CDW CSP does not require service downtime. Licensing ownership changes on the back end while your Microsoft 365 and Azure services continue running uninterrupted.
Do I have to move everything to CSP at once?	No — you can start with specific workloads or subscriptions and expand over time. We help you build a transition plan that fits your budget and operational priorities.
Can I still use my existing security tools and configurations?	Absolutely. CSP does not change your security posture. You maintain full control over identity, access, configurations and policies, and we help ensure they remain aligned to Microsoft best practices.

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Glossary of Key Terms

Azure: Microsoft's cloud computing platform that provides infrastructure, networking, databases, AI and application services.

Azure Local: Microsoft's on-premises Azure solution that extends Azure services and management to a customer's data center.

Break/fix support: Technical troubleshooting and issue resolution for outages or service disruptions. CDW provides 24/7 U.S.-based break/fix support for Microsoft 365 under CSP.

CDW Technology Support (CTS): Supplemental support from CDW for technologies outside the scope of Microsoft 365 or Azure CSP licensing.

Cloud Solution Provider (CSP): A Microsoft licensing and service model that allows partners like CDW to sell, manage and support Microsoft 365 and Azure solutions on behalf of customers.

Copilot for Microsoft 365: Microsoft's AI-powered productivity assistant integrated into Microsoft 365 apps like Teams, Outlook and Word.

Copilot QuickStart: CDW's advisory and onboarding service that assists customers with Copilot readiness, configuration, license assignment and end-user training.

GDAP (Granular Delegated Admin Privileges): A secure permission model that allows CDW to administer customer tenants with limited role-based access for license management and support.

Inscape: CDW's cloud and SaaS management platform that provides cost visibility, usage tracking, security insights and Microsoft 365/Azure reporting for CSP customers.

Microsoft 365 (M365): A suite of productivity, collaboration and security services that includes Teams, Exchange Online, SharePoint, OneDrive and enterprise-grade identity and device management.

Microsoft Cloud Partner Program (MCPP): Microsoft's partner accreditation framework. CDW holds all core designations including Modern Work, Security, Data and AI, Digital and App Innovation, Azure Infrastructure and Business Applications.

New Commerce Experience (NCE): Microsoft's subscription commerce model that changes licensing rules, billing terms and commitment structures for Microsoft 365 and Azure.

Rubi: CDW's portal that allows customers to manage billing, co-term renewals, seat counts and subscription details for Microsoft CSP.

Tenant: Your organization's dedicated Microsoft cloud environment that contains your users, subscriptions, data and services.

VM (virtual machine): A software-based computer used to run applications and workloads in Azure or on-premises infrastructure.

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