



**CDW AMPLIFIED™ Workspace Services**

# **CDW Microsoft Services Catalog**

**Trusted Services for  
Your IT Infrastructure  
and Solutions**

**800.800.4239** | Fall 2024 — v1.0

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# **Welcome to CDW's Comprehensive Microsoft Ecosystem Services and Support for Education**

At CDW, we understand the unique challenges educational institutions face in managing and optimizing their Microsoft ecosystem. Our goal is to simplify these processes and help you achieve your educational objectives with ease and efficiency.

## **Our Services**

CDW offers a wide range of services specifically designed to meet the needs of schools, colleges, and universities. From initial consultation and design to implementation and ongoing support, our team of experts is here to guide you every step of the way. Our services include:

- **IT Orchestration:** Simplifying IT solutions to remove complexity and unnecessary costs, with our experts becoming part of your team.
- **Hybrid Cloud Solutions:** Navigating Microsoft's hybrid cloud offerings, from virtualization to networking and collaboration.
- **Managed Services:** Providing end-to-end support with proactive monitoring, automation, and performance optimization.
- **Technical Support:** Offering continuous technical support to optimize your technology environment.

## **National Scale with Local Capabilities**

CDW provides national coverage with local expertise, ensuring a specialist can visit your campus to address your needs and discuss the latest trends and challenges.

## **Amplified for Education**

Introducing Amplified Support for Microsoft Education, designed for Microsoft 365 Education customers with limited technical resources. This service helps optimize your M365 Education ecosystem and proactively solve challenges.

## **Why Choose CDW?**

Partnering with CDW means working with a team dedicated to your success, bringing extensive knowledge and experience to help you focus more on your educational mission.



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# We understand the crucial process of evaluating your environment to ensure digital security.

## Assessment of Microsoft 365 Security

Unlock the full potential of your organization's digital security with our Assessment of Microsoft 365 Security service. As businesses face evolving cyber threats, our comprehensive assessment identifies vulnerabilities and strengthens defenses, ensuring a resilient Microsoft 365 environment. Expect enhanced threat protection, improved compliance and fortified data integrity as key business outcomes, empowering your enterprise to thrive securely in the digital landscape.

Assessment of Microsoft 365 Security can help you achieve:



**Operational Efficiencies**



**Reliability**



**Reduced Risk**

### Finding the Right Solution

CDW's Assessment of Microsoft 365 Security service offers a comprehensive range of options to address various security needs within your organization's Microsoft 365 environment. Our service is designed to provide thorough evaluations, actionable insights and expert recommendations to bolster your security posture.

- **Tailored assessments:** We offer three distinct types of assessments: Essential Security Assessment, Comprehensive Security Assessment and Advanced Security Assessment — each tailored to address different levels of security requirements.
- **In-depth evaluation:** Our assessments involve detailed discussions, analyses and reviews of your Microsoft 365 security landscape, including current settings, configurations and threat detection capabilities.
- **Expert recommendations:** We provide invaluable recommendations to fortify your security posture, identifying critical vulnerabilities and suggesting enhancements to security controls and best practices.

CDW's expertise in cybersecurity and Microsoft solutions sets us apart in delivering best-in-class services for assessing Microsoft 365 security. We ensure that our assessments are conducted by knowledgeable professionals with extensive experience in the field. Additionally, our customized approach ensures that every organization's unique security needs are addressed, providing tailored recommendations to meet specific requirements and challenges.

Our service delivers comprehensive support throughout the assessment process, from initial discussions to final recommendations. We provide detailed assessment reports outlining current security settings, vulnerabilities and actionable insights. Additionally, we offer tailored suggestions for transitioning to advanced Microsoft 365 plans where applicable. Our team of cybersecurity experts conducts in-depth discussions and analyses, ensuring that you receive thorough and actionable insights. Furthermore, we provide comprehensive reviews of Microsoft 365 tenant security settings, benchmarking them against industry standards to ensure alignment with best practices. CDW's Assessment of Microsoft 365 Security service empowers your organization to proactively strengthen its security defenses, mitigate risks and optimize its Microsoft 365 investment. Trust CDW to orchestrate the right solution for your Microsoft 365 security needs.

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



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based

## CDW + MICROSOFT + SECURITY

CDW's unwavering commitment to excellence and strategic partnership with Microsoft uniquely position us as the go-to provider for the Assessment of Microsoft 365 Security. Our extensive experience in delivering tailored security solutions, combined with an in-depth understanding of Microsoft's ecosystem, ensures that our assessments are not just comprehensive but also finely tuned to the nuances of your organizational needs. CDW's collaborative approach with Microsoft allows us to offer innovative and effective security measures, aligning seamlessly with the latest advancements in the Microsoft 365 environment. Choose CDW for a trusted ally that not only understands the intricacies of Microsoft's technologies but also leverages this partnership to deliver unparalleled value and protection for your digital assets.



## Services Overview

The following services are included with an Assessment of Microsoft 365 Security:

Service	Included
<b>Assessment:</b> Evaluating the existing environment and readiness for Microsoft 365 security products and features, which will typically include analyzing the current device management solution and security protocols throughout your environment.	✓
<b>Envisioning:</b> Working with your team to understand how they work today, and how Microsoft 365 security products fit into your workflows by developing high-value use cases.	✓
<b>Planning and design:</b> Workshops with your administration team and project stakeholders to ensure that Microsoft 365 security features meet all of the necessary requirements to support the end-state environment.	✓
<b>Success planning:</b> Working with the appropriate project team members and stakeholders in a series of formal and informal sessions to discuss the development and execution of the customer training, communication and support requirements that will benefit the organization most.	✓

## CUSTOMER SUCCESS STORY

**Organization:** Enterprise customer with more than 15,000 employees

**CHALLENGE:** The customer faced challenges in navigating the diverse amount of Microsoft security products, resulting in inefficiencies and potential security gaps. The complexity of their environment demanded a tailored approach to identify and mitigate vulnerabilities while ensuring optimal utilization of Microsoft 365 security features.


**SOLUTION:** The CDW consultant engineering team undertook an assessment of the customer's Microsoft security products, providing an in-depth analysis of their existing security measures. A customized approach was crafted, recommending enhancements and optimizations to leverage the full potential of Microsoft 365 security. This included advanced threat detection, data loss prevention and access controls.


**RESULT:** Following the implementation of the recommended solutions, the customer's solutions experienced a notable enhancement in their overall security posture. A 25% reduction in security vulnerabilities was achieved, bolstering their resilience against potential cyber threats. The streamlined and optimized use of Microsoft 365 security products not only fortified their defenses but also streamlined operational efficiency. The customer now navigates through their digital landscape with heightened confidence and a robust security framework.

## Certifications


CDW is a Microsoft Solutions Partner and has earned the following recognition:

Microsoft Partner  
Azure Expert MSP




 Microsoft Solutions Partner  
Microsoft Cloud

 Microsoft Solutions Partner  
Business Applications

 Microsoft Solutions Partner  
Data & AI  
Azure


**Specialist**  
Kubernetes on Azure  
Analytics  
Infra and Database Migration  
Migrate Enterprise Applications to Microsoft Azure

 Microsoft Solutions Partner  
Digital & App Innovation  
Azure


**Specialist**  
Kubernetes on Azure  
Migrate Enterprise Applications to Microsoft Azure

 Microsoft Solutions Partner  
Infrastructure  
Azure

**Specialist**  
Infra and Database Migration  
Azure Virtual Desktop

 Microsoft Solutions Partner  
Modern Work

**Specialist**  
Adoption and Change Management  
Calling for Microsoft Teams  
Meetings and Meeting Rooms for Microsoft Teams  
Teamwork Deployment  
Modernize Endpoints

 Microsoft Solutions Partner  
Security

**Specialist**  
Cloud Security  
Identity and Access Management  
Information Protection and Governance  
Threat Protection

To learn more about our Assessment of Microsoft 365 Security, call your account manager or 800.800.4239.

# Amazing happens when AI generates real business impact.

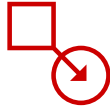


Generative AI is changing the way that your employees work. Not only can it make your organization more productive, but it also has many implications for your business. CDW and Microsoft can help you navigate these changes to deliver maximum value.

Our solutions can help you achieve:



Defined goals



Faster adoption



A comprehensive plan

## Finding the Right Solution

Within this workshop, CDW will guide you through a comprehensive plan for envisioning, enacting and enabling Microsoft Copilot technology within your organization. Through our AI Strategy Workshop, our experts will:

- Define your current needs; or, if needed, help you collect information to build a business case.
- Identify key roadblocks and challenges along the entire lifecycle of your plan, ensuring that every facet is defined and scoped.
- Create recommendations for improving utilization and enablement so that Microsoft Copilot provides the most “Active Hours Returned” for you and your employees.

## Why CDW

We help clients leverage technology to empower their employees, serve their customers and create exceptional experiences. Our team is uniquely designed to provide measurable, meaningful outcomes for your organization. CDW’s combination of industry experience, program expertise, professional services capabilities, and scale will allow you to get where you want to be quickly.



### Design

Using tools, data, and years of expertise, we can make specific recommendations for our customers.



### Orchestrate

Our expert engineering teams implement the right technology and ensure it works the first time.



### Manage

We help customers get the best results from their solution and fully realize the expected value.

## Begin Your Journey with Microsoft 365 Copilot

Whether you’re a business leader charting the path of AI for your organization, an IT leader architecting the technology, or a business user building your new way to work, you need to understand the big picture with Microsoft 365 Copilot. Our Workshop is designed to give you the overview you need to understand Microsoft 365 Copilot and plan your next steps.

Our Workshop engagement is two hours of time spent with you and provides:

- High-level overview of what to expect with Microsoft 365 Copilot and Microsoft’s approach to responsible AI.
- Definition of up to 3 best opportunities for effective use cases and personas for Microsoft 365 Copilot.
- A gap analysis of your technical and licensing preparedness for Microsoft 365 Copilot.
- Receive a high-level roadmap for the next steps on your journey.

To learn more about our AI Strategy Workshop, contact your CDW account manager at 800.800.4239



# Accelerate your AI journey with Copilot for Microsoft 365.

## Deployment Accelerator with Adoption for Copilot for Microsoft 365



Generative AI has unlocked a new frontier in productivity, promising a competitive edge for those organizations that can harness it over those that can't. If you're beginning your journey with Microsoft 365 Copilot, or if you're somewhere in the middle, there can be hurdles standing in the way of achieving your objectives with this exciting new product. The CDW team can help.

Deployment Accelerator with Adoption for Copilot for Microsoft 365 engagement can help you achieve:

-  **Agility**
-  **Faster Innovation**
-  **Increased Performance**

### Deployment Accelerator with Adoption for Copilot for Microsoft 365

Whether you're an IT leader architecting AI technology or a business user building your new way to work, you need to understand how to use Copilot for Microsoft 365 effectively. From this engagement, you and your organization will be enabled to:

	Deliverables
Plan your roadmap for Copilot for Microsoft 365.	✓
Developing user personas and use cases with your business user community.	✓
Develop your technology adoption approach to drive active usage and ROI.	✓
Understand the scope of technical and licensing prerequisites standing in your way, what they mean for Copilot for Microsoft 365 and how to address them.	✓
Address concerns about data protection in Microsoft 365 head-on and prepare your action plan.	✓
Align Copilot for Microsoft 365 to your AI strategy.	✓
Activate your first group of up to 50 users on Copilot for Microsoft 365, plus support them with adoption sessions and usage measurement.	✓


You don't have to go it alone — our skilled Microsoft consulting team is ready to assist you today!

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




## CDW + MICROSOFT

We get Microsoft and we can share our knowledge with you so your organization can spend less time managing software and more time putting it to work.

 **Microsoft Solutions Partner**  
Data & AI  
Azure

**Specialist**  
Kubernetes on Azure  
Analytics  
Infra and Database Migration  
Migrate Enterprise Applications to Microsoft Azure

 **Microsoft Solutions Partner**  
Modern Work

**Specialist**  
Adoption and Change Management  
Calling for Microsoft Teams Meetings and Meeting Rooms for Microsoft Teams  
Teamwork Deployment  
Modernize Endpoints

# 130+

CDW-badged Microsoft engineers, architects, developers and project managers nationwide

# 25+

Years of experience with Microsoft Modern Work

To learn more about our **Deployment Accelerator with Adoption for Copilot for Microsoft 365 engagement**, contact your account manager or call **800.800.4239**.



# ELEVATE YOUR DISTRICT'S IT INFRASTRUCTURE.

## CDW Amplified™ Endpoint Ecosystem Discovery and Design Assessment for Microsoft 365 Education

Many schools utilizing the Microsoft Education ecosystem face a common challenge: they are not sure what their license bundle includes and how to make the best use of the tools and services they have access to.

As a part of the K-20 education community, which includes K12 and higher-education institutions, you may know how challenging it can be to navigate the complex world of Microsoft 365 Education licenses and its ecosystem. You may wonder what you are getting with your license bundle, and whether you are spending more than you need to on software, services or tools that you already have access to. CDW Amplified for Education is here to help reduce the complexity with our Ecosystem Discovery and Design Assessment for Microsoft 365 Education. With this assessment, you will:

- Learn what tools you can use within your M365 EDU license bundle to create an effective and efficient IT infrastructure and learning environment
- Optimize your IT infrastructure to support your school's goals and needs
- Receive a strategic blueprint to set up a seamless IT infrastructure that maximizes your investments

This is tailor-made for the unique needs of schools, crafted by CDW Education experts who understand the challenges and opportunities in this educational digital age.

Ecosystem Discovery and Design Assessment for Microsoft 365 Education can help you achieve:



**Operational  
Efficiencies**



**Increased  
Performance**



**Reduced  
Risk**

## Orchestrating the Right Solution

This engagement allows customers to get a full review of their current A3-A5 license bundles and a walkthrough of the entire ecosystem, including a review of non-Microsoft solutions that may cause redundancy and higher expenditures. As a trusted advisor, we provide consultative services to discover and design a strategic blueprint for implementing and supporting your school. The process includes the following steps: Understand your ecosystem needs, including security, identity and EDU-specific discussions such as Intune for EDU, School Data Sync (SDS), Teams for Education, OneNote for the Classroom, Parent Apps, etc.

It also provides a blueprint for a strategic and cost-saving ecosystem setup that will include:

- Analysis of your current workflows to develop use cases that fit your needs
- Recommendations to leverage tools, products and services included in M365 A3/A5, and suggestions for alternatives based on your school's requests, needs and IT infrastructure
- A review of the value and optimization of having a single ecosystem or multiple platforms
- Solutions for better systems integration using Learning Tools Interoperability (LTI)

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



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based



**CDW AMPLIFIED™**  
for Education

Do you know what you are getting with your Microsoft 365 Education license bundle? Are you spending more than you need to on software, services or tools that you already have access to? If you are part of the K-20 education community you may face these challenges every day.

By offering a full ecosystem assessment of Microsoft 365 Education for K-20 customers around A3-A5 licenses we help you:

- Understand your Microsoft Education license bundle
- Identify redundant solutions that may be costing you more money and time
- Optimize your use of the tools and services within your license bundle
- Get a strategic blueprint to set up a seamless IT infrastructure that supports your school's goals and needs

We are CDW Amplified for Education, your trusted advisor for the Microsoft Edu ecosystem. We have the education expertise and experience to help you transform your school's IT environment with our consultative services. We will work with you to discover, design, plan and support your school with a tailor-made blueprint that fits your unique needs.





## Services Overview


The following services are available with the Ecosystem Discovery and Design Assessment for Microsoft 365 Education:

Service	Included
<b>Tailored guidance:</b> Receive customized advice from a CDW - Microsoft Education license SME, who will help you understand the benefits and maximize M365 Edu licensing utilization. Help streamline your IT ecosystem to enhance the teaching and learning experience.	✓
<b>Assessment designed for education:</b> The Ecosystem Discovery and Design Assessment for Microsoft 365 Education is a tailor-made evaluation of your current and desired state of your IT infrastructure and Microsoft 365 Education ecosystem, based on your goals and priorities. We help you identify the gaps and opportunities in your IT infrastructure and provide you with a roadmap and recommendations to achieve your desired outcomes. This service was designed by education experts who have deep knowledge and experience in the education sector, and who can help you navigate the complexities and challenges of digital transformation.	✓
<b>Envisioning and success planning:</b> Working with your team to understand how they work today, and how Microsoft 365 Education can maximize the workflows by developing high-value use cases that will fit your end users' day-to-day operations. From the analysis, results provide a strategic blueprint for optimization.	✓
<b>Post-assessment review:</b> Personalized review with the school's IT team to discuss results in detail and answer any questions.	✓
<b>Strategic blueprint + additional considerations:</b> A plan for maximizing utilization of Microsoft 365 Education identifies your school's unique needs, defines clear objectives, creates high-value use cases, provides knowledge transfer, identifies training, and change management. Recommendations on continuously monitoring and optimizing the implementation maximize the benefits for IT admins, educators and students.	✓


## Certifications

CDW is a Microsoft Solutions Partner and has earned the following recognition:


Microsoft Partner  
Azure Expert MSP




Microsoft Solutions Partner  
Microsoft Cloud




Microsoft Solutions Partner  
Business Applications




Microsoft Solutions Partner  
Data & AI  
Azure




Microsoft Solutions Partner  
Digital & App Innovation  
Azure




Microsoft Solutions Partner  
Infrastructure  
Azure




Microsoft Solutions Partner  
Modern Work




Microsoft Solutions Partner  
Security



Education Solution  
Deployment and Management  
2023



PARTNER SUCCESS SERIES  
SDS Advanced  
Partner  
2024



Specialist  
Kubernetes on Azure  
Analytics  
Infra and Database Migration  
Migrate Enterprise Applications  
to Microsoft Azure

Specialist  
Kubernetes on Azure  
Migrate Enterprise Applications  
to Microsoft Azure

Specialist  
Infra and Database Migration  
Azure Virtual Desktop

Specialist  
Adoption and Change  
Management  
Calling for Microsoft Teams  
Meetings and Meeting Rooms  
for Microsoft Teams  
Teamwork Deployment  
Modernize Endpoints

Specialist  
Identity and Access  
Management  
Information Protection and  
Governance  
Threat Protection

**To learn more about Ecosystem Discovery and Design Assessment for Microsoft 365 for Education, contact your account manager or call 800.800.4239.**



# WE KNOW HOW TO ENSURE YOUR SCHOOL IS READY FOR WINDOWS 11.

## CDW Amplified™ Endpoint Readiness Assessment for Windows 11 for Education

Is your school ready for Windows 11? Microsoft's latest operating system is designed to offer a simpler, more secure and more productive experience for users. It's important to act fast, Windows 10 will be unsupported by October 2025. Avoid cyber risks, compatibility issues and compliance problems by acting fast. We can help you assess your readiness and guide you through the process.

CDW Amplified for Education can help you assess your current devices and software, explore the new features and benefits of Windows 11, and plan for a smooth and successful migration. CDW is a trusted and award-winning Microsoft partner, with expertise in cloud solutions and endpoint management. Let us help you achieve your goals with Windows 11.

CDW's Readiness Assessment for Windows 11 for Education can help you achieve:

 **Operational Efficiencies**
 **Reliability**
 **Increased Performance**

### Orchestrating the Right Solution

As part of this engagement, you will be connected with a CDW Amplified for Education consultant who will gather information related to your environment, device logistics and supporting technology. More than just compatibility checks, the Readiness Assessment for Windows 11 for Education equips you with the knowledge and guidance to confidently navigate your transition to this transformative platform. Here's why it's the way to go:

#### Environment Analysis:

- School's IT setup and constraints.
- Current user and device management capabilities.

#### Software and Hardware Assessment:

- School's software inventory and compatibility.
- Hardware suitability and upgrade needs.

#### Apps Compatibility:

- Essential school apps and Windows compatibility.
- Develop a plan for addressing any incompatible applications (e.g., upgrades, alternatives, workarounds).

#### Deployment Roadmap:

- Propose a phased approach for migrating to Windows 11.
- Stages for pilot testing, user training and full deployment.
- Timelines and resource requirements for each stage.
- Contingency plans for potential challenges.

#### Additional Considerations:

- Best practices and recommendation settings.
- Deployment checklist summarizing critical steps and dependencies for each phase of the deployment process.



**CDW AMPLIFIED™**  
for Education

CDW is uniquely qualified to design IT solutions that remove complexity and unnecessary costs from your organization. Our experts become part of your team, providing the support you need, when and where you need it.

We help you navigate Microsoft's robust array of solutions. CDW is an end-to-end provider of cloud applications, solutions and services in public, private and hybrid cloud environments. Based on your organization's demands, we can help you plan, deliver and manage a flexible cloud solution tailored to your needs. We offer outstanding providers, risk mitigation strategies and dedicated, personalized expertise to deliver economic and operational benefits.

We get Microsoft and we can share our knowledge with you, so your organization can spend less time managing software and more time putting it to work.

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



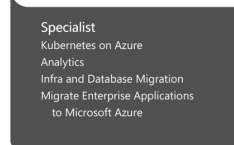
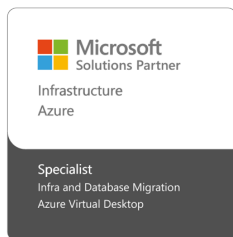
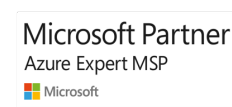
## Services Overview

The following is what is included with CDW's different Readiness Assessments for Windows 11 engagements:

Service	Choose the assessment that's right for you.	
	Readiness Assessment for Windows 11	Readiness Assessment for Windows 11 for Education
<b>Assessment:</b> Evaluate the existing environment and readiness for Microsoft Windows 11 operating system and features, which will typically include analyzing the current on-premises device management solution, security features and hardware and software readiness throughout your environment.	✓	
<b>Assessment designed for Education:</b> The Readiness Assessment for Windows 11 for Education is tailor-made for the unique needs of schools, crafted by CDW Education experts who understand the challenges and opportunities.		✓
<b>Envisioning:</b> Working with your team to understand how they work today, and how Microsoft Windows 11 fits into their workflows by developing high-value use cases that will fit your end users' day-to-day operations.	✓	
<b>Comprehensive Evaluation:</b> A detailed analysis of the school's hardware, and software readiness for Windows 11. Identify potential compatibility issues, resource needs and upgrade paths.	✓	✓
<b>Planning and Design:</b> Workshops with your administration team and project stakeholders to ensure that moving to the Windows 11 operating system will meet all of the necessary requirements within your environment.	✓	
<b>Success Planning:</b> Working with the appropriate project team members and stakeholders in a series of formal and informal sessions to discuss the development and execution of the customer training, communication and support requirements that will benefit the organization most when moving to the Windows 11 operating system.	✓	
<b>Post-Assessment Review:</b> Personalized review with the school's IT team to discuss results in detail and answer any questions.	✓	✓
<b>Customized Roadmap + additional considerations:</b> A plan for a smooth and efficient transition to Windows 11, tailored to your unique school environment and budget. Includes best practices and guidance for optional performance.		✓

## Certifications

CDW is a Microsoft Solutions Partner and has earned the following recognition:



To learn more about CDW's Readiness Assessment for Windows 11 for Education, contact your account manager or call 800.800.4239.



# Enable your organization for the future with generative AI.



## Vision & Value Workshop for Microsoft 365 Copilot

Generative AI has unlocked a new frontier in productivity, promising a competitive edge for those organizations that can harness it over those that can't. However, achieving positive results with new capabilities such as Microsoft 365 Copilot isn't reliant solely on a technical implementation. It requires new thinking around skills for your people and how you organize, use and protect content. We can help you organize toward that success.

We can help you achieve:

-  **Agility**
-  **Faster Innovation**
-  **Increased Performance**

### Begin Your Journey with Microsoft 365 Copilot

"First seek to understand" is how the saying goes. Whether you're a business leader charting the path of AI for your organization or a business user building your new way to work, you need to understand the big picture with Microsoft 365 Copilot. Our Vision & Value Workshop is designed to give you the start you need and plan your next steps. This engagement will help you to:

- Frame your understanding on what Microsoft 365 Copilot is, and what it can do within the context of your organization.
- Showcase the intelligence added to employee experiences by unleashing creativity, unlocking productivity and leveling up skills.
- Walk through Microsoft's ROI calculator to assess business value of Microsoft 365 Copilot.
- Define scope, identify stakeholders and gather information on key business scenarios.
- Define next steps and timeline to develop and implement the solution.

#### Ready for more?

If you're ready to roll out Copilot in your organization, check out our Deployment Accelerator with Adoption service. We can help you accelerate with technical readiness, understand data security and protection, prepare end-user adoption techniques and activate your first Copilot users!

We work interactively with your organization to provide:

	Deliverables
High-level overview of what to expect with Microsoft 365 Copilot and Microsoft's approach to responsible AI.	✓
Definition of up to three best opportunities for effective use cases and personas for Microsoft 365 Copilot.	✓
Walkthrough with Microsoft's Copilot ROI calculator to help you define business value.	✓
A high-level roadmap for the next steps on your journey.	✓

## CDW + MICROSOFT

We get Microsoft and we can share our knowledge with you so your organization can spend less time managing software and more time putting it to work.



Data & AI  
Azure



Modern Work

# 200+

CDW-badged Microsoft engineers, architects, developers and project managers nationwide

# 25+

Years of experience with Microsoft Modern Work

To learn more about our Vision & Value Workshop for Microsoft 365 Copilot, contact your account manager or call 800.800.4239.



# The burden of unseen threats can be damaging to business.

## Workshop for Microsoft 365 Threat Protection

The Workshop for Microsoft 365 Threat Protection provides the following objectives to ensure thorough enablement of crucial Microsoft products. It can help your organization:

- **Discover threats:** Helps you gain visibility into threats to your Microsoft 365 and Azure cloud and on-premises environments across email, identity, endpoints and data in order to better understand, prioritize and mitigate potential cyberattack vectors.
- **Understand how to mitigate threats:** Helps you understand how Microsoft Sentinel combined with Microsoft 365 Defender security products can help you mitigate and protect against the threats found during this engagement.
- **Discover and understand how to address vulnerabilities:** Helps you understand how to use Microsoft Defender Vulnerability Management to discover, prioritize and address vulnerabilities and misconfigurations across your organization.
- **Accelerate the security journey:** You will learn how you can accelerate your security journey with Microsoft.
- **Define next steps:** You will work together with the delivery resource to define a list of next steps based on your needs, objectives and results from the Threat Protection Engagement.

CDW's Workshop for Microsoft 365 Threat Protection can help you achieve:



**Operational Efficiencies**



**Agility**



**Reduced Risk**

### Finding the Right Solution

Empower your organization's defense against evolving cyber threats with CDW's Workshop for Microsoft 365 Threat Protection. This comprehensive service is designed to fortify your security posture through strategic deployment and configuration of key Microsoft products within your production tenant. Key characteristics include:

- **Data Connectivity:** Critical Data Connectors, including Microsoft 365 Defender, Office 365, Azure Activity and Azure Active Directory, are enabled to ensure seamless threat intelligence flow.
- **Proactive Threat Hunting:** A Microsoft Sentinel Hunt is initiated, featuring advanced queries tailored to your environment for proactive threat identification.
- **Identity and Office 365 Security Optimization:** Azure Active Directory Identity Protection and Microsoft Defender for Office 365 are fine-tuned, with the evaluation of Defender for Office 365 in audit mode.
- **Endpoint Security Fortification:** A dedicated device group is established, comprising of five Windows 10/11 devices enabled for Microsoft Defender for Endpoint.
- **Cloud App Discovery:** Cloud app discovery is implemented, with usage logs collected seamlessly through either Microsoft Defender for Cloud Apps or Microsoft Defender for Endpoint, integrated with Defender for Cloud Apps.
- **Vulnerability Management Excellence:** Microsoft Defender Vulnerability Management is integrated, with a minimum of five Windows 10/11 devices added to the security baseline assessment.

## CDW + MICROSOFT

When choosing the Workshop for Microsoft 365 Threat Protection, you're entrusting your cybersecurity to a partner with proven capabilities and a strong relationship with Microsoft. Here's why you should believe in us:

- **Demonstrated Expertise:** CDW boasts a history of successful Microsoft deployments, showcasing a deep understanding of Microsoft 365 Defender and Sentinel.
- **Strategic Partnership:** Our relationship with Microsoft is not just transactional but collaborative. This strategic alliance ensures that we are at the forefront of the latest innovations and updates.
- **Innovative Solutions:** CDW delivers cutting-edge solutions, leveraging the full potential of Microsoft products. Our innovative approach ensures your organization stays ahead in the ever-evolving landscape of cybersecurity.
- **Customized Configurations:** Going beyond standard solutions, CDW tailors each deployment to your specific needs, providing a personalized and effective defense strategy.

Believe in CDW's expertise and partnership with Microsoft for a workshop that not only meets but exceeds your Microsoft 365 Threat Protection requirements.



## Services Overview

The following is included with the Workshop for Microsoft 365 Threat Detection engagement:

Service	Included
<b>Readiness:</b> Customer may optionally delve into key Microsoft products for comprehensive cybersecurity preparedness. The agenda can include an exploration of Microsoft Sentinel, Microsoft 365 Defender and Microsoft Defender for Office 365, offering insights into threat detection and response. Additionally, participants will gain an understanding of Microsoft Entra ID Identity Protection, Microsoft Defender for Cloud Apps and the combined overview of Microsoft Defender for Endpoint and Vulnerability Management, providing a holistic perspective on safeguarding digital environments.	✓
<b>Engagement Setup:</b> A structured approach is employed to ensure a seamless integration of services. This involves a kickoff meeting to align stakeholders, followed by clearly defining the project scope. Change management protocols are established to manage transitions effectively. A base configuration of Microsoft 365 Security and Microsoft Sentinel is undertaken to explore a small amount of vulnerabilities collected by the product(s).	✓
<b>Data Collection:</b> Collect Cloud and Discovery Log information to the threats and vulnerabilities found within the data collected for products setup.	✓
<b>Threats and Vulnerabilities Exploration:</b> Investigate a small amount potential risks found during the data collection. A comprehensive examination on a small amount of existing threats and vulnerabilities found within the products setup. Through this exploration, the aim is to identify weaknesses, assess potential impacts and lay the groundwork for strategic mitigation efforts.	✓
<b>Results Presentation:</b> Key insights and actions provided on a small amount of threats found in a presentation, providing a distilled overview of identified threats and vulnerabilities. This critical phase enables stakeholders to gain a clear understanding of potential risks, fostering informed decision-making.	✓

## CUSTOMER SUCCESS STORY

**Organization:** Enterprise customer

**Employees:** 5,000-plus

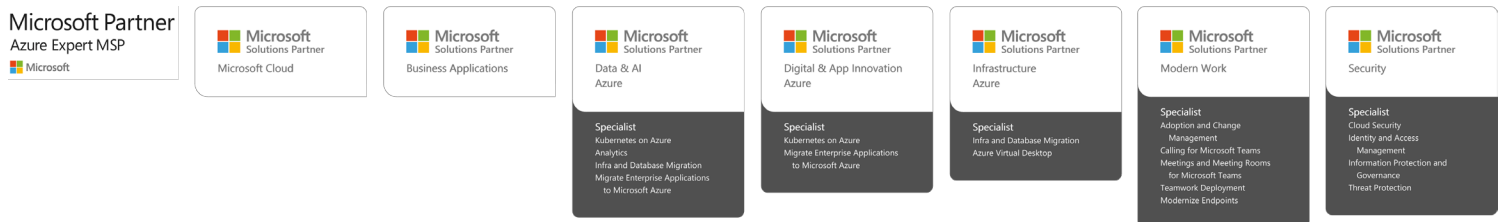
**CHALLENGE:** The enterprise customer sought a proactive approach to cybersecurity, wanting to uncover potential threats within their Microsoft 365 environment. With a focus on understanding the capabilities of security products and enhancing threat-response strategies, they faced the challenge of navigating a complex threat landscape.

**SOLUTION:** CDW's Workshop for Microsoft 365 Threat Protection was implemented, catering to the enterprise customer's quest for threat visibility. The workshop empowered them to delve into Microsoft 365 Defender and Sentinel, set up advanced hunting queries and optimize their security posture.

**RESULT:** The enterprise customer successfully gained valuable insights into their environment. Equipped with an enhanced understanding of product capabilities, threat detection and response strategies, they could effectively address potential threats. The workshop not only met but exceeded their expectations, establishing a robust foundation for ongoing cybersecurity resilience.

## Certifications

CDW is a Microsoft Solutions Partner and has earned the following recognition:



**To learn more about CDW's Workshop for Microsoft 365 Threat Detection, contact your account manager or call 800.800.4239.**



# SECURING YOUR DIGITAL FRONTIER IS A CONSTANT BATTLE.

## CDW Amplified™ Endpoint Workshop for Microsoft Copilot for Security



Empower your team with our Workshop for Microsoft Copilot for Security. In today's digital landscape, businesses face escalating security threats. Our service equips your team with the knowledge and tools to effectively utilize Microsoft Copilot for Security, enhancing security measures and safeguarding your assets. Expect improved threat detection, streamlined incident response and fortified defenses.

Workshop for Microsoft Copilot for Security can help you achieve:

-  **Operational Efficiencies**
-  **Increased Performance**
-  **Reduced Risk**

### Finding the Right Solution

Our Workshop for Microsoft Copilot for Security is meticulously designed to equip organizations with the knowledge, skills and strategic insights needed to harness the full potential of Microsoft Copilot for Security. Here's an overview of what the service includes:

- Presentation overviews on Microsoft Copilot for Security, Microsoft Defender XDR products, Microsoft Entra and Microsoft Purview.
- Advisory on recommended prompts and prompt books for Microsoft Defender XDR products, Microsoft Entra, Microsoft Purview and specific threats.
- Next steps and recommendations tailored to your organization's security needs.
- Comprehensive insights into utilizing Microsoft Copilot for Security and Microsoft Defender XDR effectively.
- Guidance on leveraging prompt books to address emerging threats and enhance security posture.
- Personalized consultation to ensure alignment with your organization's security objectives and priorities.

By performing the Workshop for Microsoft Copilot for Security, it can provide the following benefits:

- **Enhanced Security Posture:** By leveraging Copilot for Security effectively, organizations can strengthen their security defenses, detect threats more efficiently and respond to incidents promptly.
- **Strategic Alignment:** The workshop provides recommendations on Copilot for Security's best practices to help provide for your organization's security objectives and security challenges.
- **Empowered Teams:** Participants gain the knowledge, skills and confidence needed to leverage Copilot effectively, empowering them to make informed decisions and drive meaningful improvements in security operations.

In summary, our Workshop for Microsoft Copilot for Security offers organizations a comprehensive and strategic approach to harnessing the power of Microsoft Copilot for Security. Through discovery, hands-on learning, expert advisory services and actionable recommendations, we empower organizations to enhance their security posture and stay ahead of evolving threats.

## CDW + MICROSOFT COPILOT

As a trusted leader in technology solutions, CDW has cultivated a strong partnership with Microsoft, demonstrating our expertise and commitment to delivering exceptional value to our customers. Here's why you should believe in us:

- **Deep Partnership:** CDW has established a long-standing and strategic partnership with Microsoft, allowing us to leverage their cutting-edge technologies, including Microsoft Copilot, to address the evolving security needs of our customers.
- **Proven Track Record:** With years of experience in implementing Microsoft solutions, CDW has a proven track record of delivering successful outcomes for organizations across various industries.
- **Strategic Insights:** Our close relationship with Microsoft provides us with unique insights into their products and roadmap, enabling us to provide strategic guidance and customized solutions tailored to our customers' needs.

In choosing CDW as your partner for the Workshop for Copilot for Security, you can trust in our expertise, experience and commitment to driving your organization's security success with Microsoft Copilot.

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



## Services Overview

The following services are included in the Workshop for Microsoft Copilot for Security:

Service	Basic
<p><b>Discovery:</b> Our service kicks off with an in-depth discovery phase, where our seasoned security consultants evaluate the landscape and fundamental challenges surrounding the organization's existing security infrastructure.</p>	✓
<p><b>Overview:</b> Participants delve into a comprehensive overview of Microsoft Copilot for Security. Through interactive sessions and practical demonstrations, they gain insights into Copilot for Security's features and functionalities, including its advanced AI-driven threat detection capabilities and seamless integration with other Microsoft security products.</p> <p><b>Feature Overview:</b> Participants receive detailed insights into Copilot for Security's features, empowering them to leverage its capabilities effectively in their security operations.</p> <p><b>Microsoft Defender XDR, Microsoft Entra and Microsoft Purview Security Product Plugin(s):</b> We showcase how Copilot seamlessly integrates with other Microsoft security products, amplifying the organization's security ecosystem's effectiveness and provide an overview around the Microsoft Defender XDR, Microsoft Entra and Microsoft Purview product suite.</p>	✓
<p><b>Advisory:</b> Our consultants provide expert advisory services, guiding the organization through prompt and prompt book product mapping. This involves aligning Copilot for Security's functionalities with the organization's specific security requirements and objectives, ensuring a tailored approach that maximizes Copilot for Security's effectiveness.</p> <p><b>Prompt and Prompt Book Guidance:</b> We assist the organization in providing guidance/recommendations on the best way to utilize prompts and prompt books around Microsoft Defender XDR, Microsoft Entra and Microsoft Purview products and specific threats.</p>	✓
<p><b>Next Steps and Recommendations:</b> As the workshop concludes, participants receive actionable next steps and recommendations tailored to their organization's needs. These recommendations empower the organization to implement Copilot for Security effectively within their environment, optimize its usage and drive continuous improvement in their security posture.</p>	✓

## CUSTOMER SUCCESS STORY

**Organization:** Enterprise customer with 3000+ employees

**CHALLENGE:** The customer faced mounting challenges in effectively detecting and responding to cybersecurity threats. With a growing workforce and expanding digital infrastructure, traditional security measures were proving inadequate in safeguarding their sensitive data and assets. The organization sought a solution that could enhance their threat detection capabilities and streamline incident response processes to mitigate risks effectively.

**SOLUTION:** Enlisting the Workshop for Microsoft Copilot for Security professional service from CDW, the customer embarked on a journey to leverage Microsoft Copilot's advanced capabilities. Through interactive sessions and expert guidance, their security teams gained comprehensive insights into Copilot's features and learned how to integrate it seamlessly into their existing security workflows.

**RESULT:** Armed with the knowledge and skills acquired through the workshop, The customer experienced a significant improvement in their security posture. Copilot for Security's AI-driven threat detection capabilities empowered their teams to detect and respond to threats swiftly, minimizing the impact of security incidents. With streamlined incident response processes and enhanced threat visibility, the customer achieved greater resilience against cybersecurity threats, ensuring the protection of their valuable assets and data.

## Certifications

Microsoft Partner  
Azure Expert MSP

Microsoft Solutions Partner  
Microsoft Cloud

Microsoft Solutions Partner  
Business Applications

Microsoft Solutions Partner  
Data & AI  
Azure

Microsoft Solutions Partner  
Digital & App Innovation  
Azure

Microsoft Solutions Partner  
Infrastructure  
Azure

Microsoft Solutions Partner  
Modern Work

Microsoft Solutions Partner  
Security

Specialist  
Kubernetes on Azure  
Analytics  
Infra and Database Migration  
Migrate Enterprise Applications to Microsoft Azure

Specialist  
Kubernetes on Azure  
Migrate Enterprise Applications to Microsoft Azure

Specialist  
Infra and Database Migration  
Azure Virtual Desktop

Specialist  
Adoption and Change Management  
Collaboration for Microsoft Teams  
Meetings and Meeting Rooms for Microsoft Teams  
Teamwork Deployment  
Modernize Endpoints

Specialist  
Identity and Access Management  
Information Protection and Governance  
Threat Protection



# We deliver consistent support to solve challenges in your Microsoft education ecosystem.

## Amplified Support for Microsoft 365 for Education | Basic



Amplified Support for Microsoft 365 Education | Basic provides comprehensive support to enhance the digital experience for educational institutions using Microsoft 365 Education. Our team of experts offers valuable resources and insights to resolve issues, implement best practices and manage your M365 Education ecosystem throughout the year. This service ensures improved security, efficient management and quick resolution of technical issues, allowing institutions to focus on their core educational mission while we handle the technical complexities. Invest in this service for a secure, efficient and productive educational environment.

Amplified Support for Microsoft 365 for Education | Basic can help you achieve:



**Operational Efficiencies**



**Reliability**



**Agility**

### Finding the Right Solution

Amplified Support for Microsoft 365 Education | Basic includes comprehensive support services designed to enhance the digital experience for educational institutions. The service features unlimited support throughout the year, high-level service overviews and education-specific support.

#### Main Characteristics:

- 24-hour response time for support requests.
- Remote delivery of services.
- Access to Microsoft Education IT experts.

#### Advantages and Benefits:

- Enhanced security practices tailored to educational needs.
- Efficient management of the M365 Education environment.
- Quick resolution of technical issues.
- Access to expert guidance and resources.

Why CDW? CDW is best in class due to its team of Microsoft 365 Education IT experts, fully backed by Microsoft Education. We provide valuable resources and insights to help institutions maximize their M365 Education ecosystem.

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



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based

## CDW Education

CDW is a trusted partner with extensive experience in delivering Microsoft 365 Education solutions. Our team of Microsoft Education IT experts is fully backed by Microsoft, ensuring top-tier support and insights.

#### Capabilities:

- **Expert Guidance:** Our experts provide valuable resources and insights to help educational institutions maximize their M365 Education ecosystem.
- **Comprehensive Support:** We offer unlimited support throughout the year, tailored to the unique needs of educational institutions.
- **Proven Track Record:** CDW has a history of successful partnerships with educational institutions, enhancing their digital experience and security practices.

#### Why Buy?

- **Enhanced Security:** Implement best practices for educational security.
- **Efficient Management:** Streamline your M365 Education environment.
- **Proactive Support:** Managed services often include ongoing maintenance and monitoring, which can prevent issues before they arise.



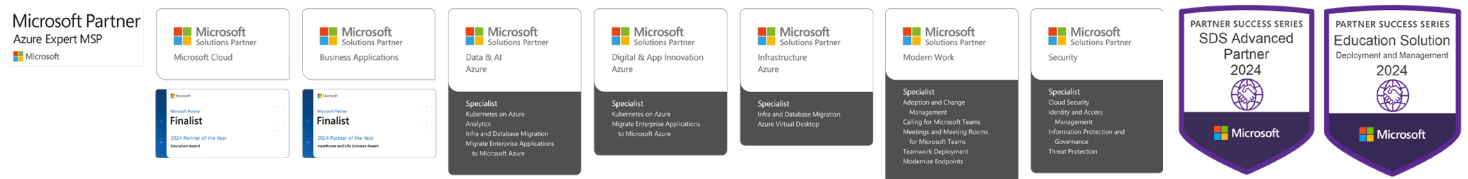
## Support Overview

The following comparison chart shares the offerings available for both CTS (CDW Technology Support) for Microsoft and Amplified Support for Microsoft 365 for Education. Amplified Support for Microsoft 365 Education is a compliment to CTS for Microsoft:

Support Offering	CTS for Microsoft	Amplified Support for Microsoft 365 for Education   Basic
Highly responsive 24-hour, next operating standard business day, SLA		✓
Education-specific support		✓
1:1 outcome-based sessions	✓	✓
On-demand support tickets for your technical staff	✓	✓
Priority escalations of support tickets to Microsoft	✓	✓
Inscope	✓	
Microsoft Server and it's components	✓	
EoL Products	✓	
Microsoft Dynamics	✓	
Azure	✓	✓ (e.g., Google to Entra ID federation only)
Office365 and its components	✓	✓ (Edu e.g., OneNote for the Classroom)
Exchange	✓	
Annual block of labor hours (one-time purchase fee)	✓	
Annual subscription (unlimited support)		✓
Microsoft 365 Education apps		✓
Teams for Education		✓
School data sync		✓
Learning accelerators		✓
Learning technology integration		✓
<b>Inclusive list</b> of M365 Education support offerings		✓

## Earned Certifications

CDW is a Microsoft Solutions Partner and has earned the following recognition:



**To learn more about Amplified Support for Microsoft Education | Basic, contact your account manager or call 800.800.4239.**



# IT'S NOT EASY KEEPING UP WITH MICROSOFT AND GOOGLE UPDATES.

CDW Amplified™ Collaboration  
CDW Education Collaborative



The CDW Education Collaborative is a forward-thinking community of K-12 districts looking for insights and best practices for administering and mastering Microsoft 365 Education and Google for Education ecosystems. The Education Collaborative provides a one-stop shop to access useful content and helpful advice from fellow education IT professionals, CDW professionals and Microsoft and Google insiders.

- **Community and Connection:** Members gain access to a vibrant online community to connect with peers, share insights and receive support post-Microsoft implementation.
- **Education and Empowerment:** The Collaborative offers a monthly calendar of events, including product updates, how-to workshops, office hours and networking events.
- **Time-saving and up-to-date content:** The Collaborative distills the latest technological changes and impacts on districts into easily understandable and actionable information, saving staff time and resources on extensive investigations.

CDW Education Collaborative can help you achieve:



**Operational  
Efficiencies**



**Increased  
Performance**



**Reduced  
Risk**

## Orchestrating the Right Solution

The CDW Education Collaborative offers a comprehensive suite of resources and features tailored to the unique needs of K-12 districts. It includes access to a vibrant online community, monthly events, expert advice and content curation.

Main Characteristics:

- **Collaborative Hub:** Connect and learn from education IT professionals.
- **Monthly Events:** Stay current with product updates, workshops and networking.
- **Content Curation:** Timely insights on technological changes and their impacts.
- **Access to Experts:** Gain advice from CDW professionals and industry insiders.

Advantages and Benefits:

- **Streamlined Collaboration:** Effortlessly connect and collaborate with peers.
- **Enhanced Learning Experiences:** Stay ahead with the latest EdTech trends.
- **Savings on Time and Resources:** Access actionable insights, saving time on research.
- **Confidence in Deployment:** Receive expert guidance for successful implementations.



**CDW AMPLIFIED™**  
*for Education*

Why should you believe in CDW? At CDW, we're not just technology providers; we're your dedicated partners in driving innovation and success. Our expertise, capabilities and commitment to your goals set us apart. Here's why you can trust CDW:

**Proven Expertise and Capabilities:**

- **Tailored Solutions:** We customize solutions to align precisely with your unique needs, ensuring they work seamlessly for your organization.
- **Strategic Guidance:** Our deep industry knowledge and strategic insights help you make informed technology decisions.
- **Collaborative Approach:** We work hand-in-hand with you, acting as an extension of your team to deliver the best results.
- **Customer Success Stories:** Our portfolio of success stories demonstrates how CDW has transformed organizations, delivering real results.
- **End-to-End Support:** From procurement to implementation and ongoing support, CDW offers comprehensive services to simplify your technology journey.

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



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based



## Why CDW is Best in Class

CDW brings decades of expertise in education technology, a vast network of professionals and a commitment to delivering innovative solutions. We understand the unique challenges faced by K-12 districts and tailor our services to address them effectively.

## Deliverables

With the CDW Education Collaborative, you receive a cohesive platform that fosters collaboration, facilitates learning and simplifies the complex world of educational technology. We deliver insights, connections and resources, empowering you to navigate the digital education landscape with confidence and success.

## Proofpoints

# 4.7/5

Customer satisfaction rating.

# 60%

Survey respondents working in Microsoft and Google environments.

# 4,000+

IT admins supported across the U.S. and Canada.

## Why Choose CDW?

- **Innovation:** Embrace cutting-edge technologies and solutions through our partnerships with industry leaders.
- **Efficiency:** Optimize your IT investments, boosting efficiency and productivity across your organization.
- **Expert Guidance:** Rely on CDW's profound industry knowledge to guide you toward the best technology choices.
- **Proven Results:** Count on CDW for solutions that deliver measurable and impactful results for your organization.
- **Comprehensive Services:** Benefit from our end-to-end support, ensuring a seamless and hassle-free experience.

CDW is more than a technology provider; we're your dedicated partner in achieving your organization's goals. Choose CDW and experience the power of partnership.

**Join the CDW Education Collaborative today and embrace a future where technology and education seamlessly unite. For more information, visit [CDW Education Collaborative | CDWG](#) or call 800.800.4239.**



# Reduce sensitive data risk with Microsoft 365.

## Data Governance with Microsoft Purview



Sensitive data in your Microsoft 365 tenant presents a risk to your organization if handled improperly. Risk can occur from non-compliance with industry standards, too little or too much discovery data, or improper disclosure from simple oversharing. Regardless of why or how it happens, you need to put standards in place and support them with technology like Microsoft Purview. Let our skilled Microsoft engineers help you craft governance to discover, plan, protect and retain your Microsoft 365 data appropriately for your organization.

Data Governance with Microsoft Purview can help you achieve:

-  **Operational Efficiencies**
-  **Agility**
-  **Reduced Risk**

### Orchestrating Your Solution

Our service provides a 360-degree approach to addressing sensitive data risk with Microsoft 365. From discovery to interactive discussions with your team, subscriptions, careful implementation, employee adoption and IT maintenance preparation, we have you covered!

A Data Governance with Microsoft Purview engagement will help your organization:

	Available
Discover the sensitive data already in your Microsoft 365 tenant	✓
Align Microsoft 365 subscriptions to your solution	✓
Bridge the discussion with your line of business groups	✓
Properly introduce Microsoft Purview into your production environment	✓
Provide adoption activities to support a good user experience for your employees	✓
Prepare your IT staff to maintain the solution	✓
Protect sensitive data with Information Protection, Email Encryption, Data Loss Prevention (DLP), Retention and Advanced eDiscovery	✓
Protect sensitive data in on-premises Exchange, SharePoint and File Servers	✓

## CDW + MICROSOFT

We get Microsoft and we can share our knowledge with you so your organization can spend less time managing software and more time putting it to work.



Security

---

Specialist

- Identity and Access Management
- Information Protection and Governance
- Threat Protection

# 130+

CDW-badged Microsoft engineers, architects, developers and project managers nationwide

# 10+

Years of successful cloud projects – since Microsoft 365's first year

**To learn more about Data Governance with Microsoft Purview, contact your account manager or call 800.800.4239.**

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



# Secure and seamless content collaboration is critical for your organization.

## Microsoft File Modernization



Documents are critical to any business, yet most companies still store them using file-sharing technologies that have been around since the early days of personal computing. Unfortunately, this only compounds the challenges that remote work presents, as well as the increased risk from ransomware on non-corporate-managed devices. Files and file shares need a critical re-evaluation. CDW's File Modernization Solution provides a new way to envision working with documents and where they fit within the corporate ecosystem. Customers are desperately evaluating ways to best place files into cloud-based technologies that will reduce productivity friction, increase security and maximize the value from Microsoft cloud.

Microsoft File Modernization can help you achieve:

 **Operational Efficiencies**
 **Agility**
 **Reduced Risk**

### Finding the Right Solution

The file modernization service is an all-around solution for customers looking to enhance their collaboration experience by leveraging advanced file-sharing capabilities, security compliance features and transitioning away from legacy file systems. This service takes organizations all the way from an assessment of their current content and how their users are leveraging it, all the way to a full deployment in a modern file collaboration solution. By working with leadership and technology champions, CDW provides a customized design and rollout plan to build new processes as well as improve the existing ones. This success can only be achieved by having an expert in the room with the business stakeholders who are getting things done day in and day out. In implementing this service, customers work with a CDW expert on the following:

- Assessment of source file environment (NTFS shares and third-party services)
- Security, Governance and Compliance workshops to ensure business requirements are met
- Migration planning and use-case mapping of content
- Content migration into a modern file solution
- Training and communication to provide the necessary skills for a successful implementation
- Analytics via Power BI and Office 365 reporting to evaluate the overall adoption and success of the product

Typical File Modernization projects leverage the following Microsoft storage solutions:

OneDrive for Business | SharePoint Online | Microsoft Teams | Azure Files

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



## CDW + MICROSOFT

CDW is uniquely qualified to design IT solutions that remove complexity and unnecessary costs from your organization. Our experts become part of your team, providing the support you need, when and where you need it.

We are here to help you navigate Microsoft's robust array of solutions. CDW is an end-to-end provider of cloud applications, solutions and services in public, private and hybrid cloud environments. Based on your organizational demands, we help you plan, deliver and manage a flexible cloud solution tailored to your needs. We offer outstanding providers, risk mitigation strategies and dedicated, personalized expertise to deliver economic and operational benefits.

We know Microsoft. And we can share our knowledge with you, so your organization can spend less time managing software and more time putting it to work.



## Services Overview

The following elements are included in a Microsoft File Modernization engagement:

File Modernization Services Checklist	Premium	Essential	Basic
Environment Assessment	✓	✓	✓
Identity and Authentication Workshop	✓	✓	✓
Collaboration Workshop	✓	✓	✓
Security and Compliance Workshop	✓	✓	
Azure File Sync Workshop	✓	✓	
Network Planning Workshop	✓	✓	
Pilot Migration	✓	✓	
Full Data Migration and Support	✓		
Adoption	Available	Available	Available

## Certifications

CDW is a Microsoft Solutions Partner and has earned the following recognition:

**Microsoft Partner**  
Azure Expert MSP

**Microsoft Solutions Partner**  
Microsoft Cloud

**Microsoft Solutions Partner**  
Business Applications

**Microsoft Solutions Partner**  
Data & AI  
Azure

**Specialist**  
Kubernetes on Azure  
Analytics  
Infra and Database Migration  
Migrate Enterprise Applications to Microsoft Azure

**Microsoft Solutions Partner**  
Digital & App Innovation  
Azure

**Specialist**  
Kubernetes on Azure  
Migrate Enterprise Applications to Microsoft Azure

**Microsoft Solutions Partner**  
Infrastructure  
Azure

**Specialist**  
Infra and Database Migration  
Azure Virtual Desktop

**Microsoft Solutions Partner**  
Modern Work

**Specialist**  
Adoption and Change Management  
Calling for Microsoft Teams Meetings and Meeting Rooms for Microsoft Teams  
Teamwork Deployment  
Modernize Endpoints

**Microsoft Solutions Partner**  
Security

**Specialist**  
Cloud Security  
Identity and Access Management  
Information Protection and Governance  
Threat Protection

**Microsoft Partner**  
**Finalist**  
2024 Partner of the Year  
Education Award

**Microsoft Partner**  
**Finalist**  
2024 Partner of the Year  
Healthcare and Life Sciences Award

**To learn more about Microsoft File Modernization, contact your account manager or call 800.800.4239.**



# We understand how to solve the complexities of cloud collaboration.

## Microsoft Teams — Voice and Meetings with Adoption

Microsoft Teams is a comprehensive solution that combines communication, productivity and teamwork into one simple package. Combining all of these capabilities into a single platform requires careful planning, implementation, and the right people and processes to promote successful adoption. The Microsoft Teams Voice and Meetings with Adoption service will provide the necessary support to make your organization's transition to real-time communications in Microsoft Teams as seamless and effective as possible, while obtaining all of the benefits of the journey to cloud collaboration.

CDW's Microsoft Teams — Voice and Meetings with Adoption Service can help you achieve:



## Finding the Right Solution

The CDW Advantage:

- Migration from legacy Skype for Business and/or PBX platforms using industry best practices and experience
- Expert guidance and best practices for Voice, Meetings and Productivity workloads in Microsoft Teams
- Proven Adoption experts and methodology to integrate business processes into the Microsoft Teams platform
- Line of Business discussions to establish use cases and personas for end-user adoption of Microsoft Teams features
- Training for end users and administrators to provide the necessary skills for a successful implementation
- Analytics via Power BI and Office 365 reporting to evaluate the overall adoption and success of the product
  - For customers that need more extensive reporting, we partner with Vyopta to provide the best-in-class adoption reporting as well as in-depth monitoring to aid customers in managing their systems.

## CDW + MICROSOFT

CDW is uniquely qualified to design IT solutions that remove complexity and unnecessary costs from your organization. Our experts become part of your team, providing the support you need, when and where you need it.

We can help you navigate Microsoft's robust array of solution offerings. CDW is an end-to-end provider of cloud applications, solutions and services in public, private and hybrid cloud environments. Based on your business demands, we can help you plan, deliver and manage a flexible cloud solution tailored to your needs. We offer outstanding providers, risk mitigation strategies and dedicated, personalized expertise to deliver economic and operational benefits.

We know Microsoft. And we can share our knowledge with you, so your organization can spend less time managing software and more time putting it to work.

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





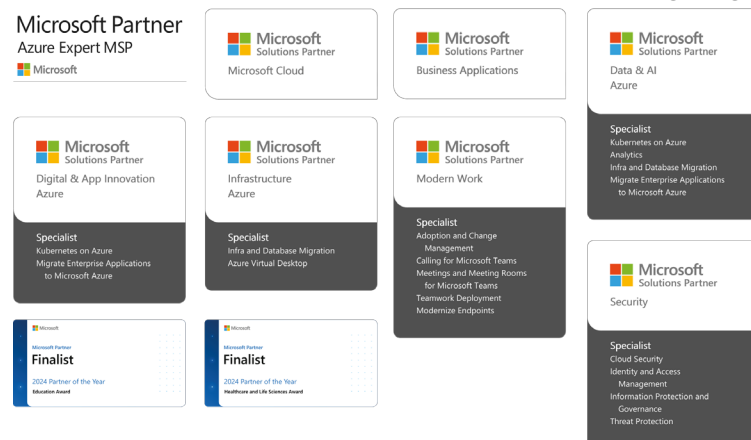
## Services Overview

The following phases are included in CDW's Microsoft Teams — Voice and Meetings with Adoption Service:

Service	Included
<b>Assessment:</b> Evaluating the existing environment and readiness for a move to Microsoft Teams, which will typically include the existing Lync or Skype for Business environment, legacy platforms and network readiness.	✓
<b>Envisioning:</b> Working with your team to understand how they work today, and how Microsoft Teams fits into their workflows by developing high-value use cases.	✓
<b>Planning and Design:</b> Workshops with your administration team and project stakeholders to ensure that Microsoft Teams meets all of the necessary requirements to support the end-state environment.	✓
<b>Success Planning:</b> Working with the appropriate project team members and stakeholders in a series of formal and informal sessions to discuss the development and execution of the customer training, communication and support requirements that will benefit the organization most.	✓
<b>Build and Pilot:</b> Setup and configuration of Microsoft Teams as specified during the design and planning including hybrid, implementation and testing of policies, legacy integration, and testing and validation through pilot groups.	✓
<b>End-user Enablement:</b> Helping your users not only understand how Microsoft Teams works, but also helping them understand how it works with their workflows through onsite end-user training, video on demand and end-user training guides.	✓
<b>IT Success Sustainment:</b> Uplifting your support staff to continue the success that is built through the rest of the engagement through FAQs, administrative training and best practices.	✓
<b>Marketing and Communications:</b> Raising awareness and excitement within your user community by creating engaging communications to your critical stakeholders through items such as email, signage and newsletters.	✓
<b>Manage and Measure:</b> Reviewing qualitative and quantitative data to provide you with actionable recommendations to increase your adoption of the platform through built-in and custom tools as well as surveys.	✓

## Certifications

CDW is a Microsoft Solutions Partner and has earned the following recognition:



**To learn more about Microsoft Teams — Voice and Meetings with Adoption, call your account manager or 800.800.4239.**

## CUSTOMER SUCCESS STORY

**Organization:** Plumbing supply company

**Size:** More than 27,000 associates and 1,400 locations

**CHALLENGE:** CDW was engaged to perform the design, planning and phase-one pilot migration from their existing Cisco voice platform to Microsoft Teams with Phone System. The primary challenge was understanding the features and functionality of the Microsoft Teams Voice and Meetings platform and how these would impact or benefit their business. Additionally, the customer was interested in consolidating their Meetings and Messaging platforms wherever possible.

**SOLUTION:** CDW helped the customer use Teams as its single application to perform collaboration and communication, providing more efficient workflows than the previous mix of applications from different manufacturers. The customer also deployed Direct Routing to use Phone System with established phone numbers.

**RESULT:** By combining Calling and Meetings into a single platform with Microsoft Teams, CDW eliminated the need for multiple calling and conferencing tools. CDW's service delivery experience with this customer on the legacy Cisco platform, and familiarity with current Microsoft telephony deployment and investment, made it the ideal partner to help deliver the new solution.



# Enhance your device management experience with Microsoft Intune Suite.

## Pilot for Microsoft Intune Suite



In today's digital landscape, managing endpoints and ensuring security compliance is paramount. Our Pilot for Microsoft Intune Suite addresses the challenge of efficient device management. By leveraging a comprehensive suite of tools, including Remote Help, Cloud PKI, Microsoft Tunnel, Endpoint Privileged Management, Enterprise App Management and Advanced Endpoint Analytics, we streamline operations, enhance security and boost productivity. With this service, expect improved endpoint management, enhanced security compliance and increased operational efficiency.

Pilot for Microsoft Intune Suite can help you achieve:



## Finding the Right Solution

Our Pilot for Microsoft Intune Suite is a comprehensive service designed to address the diverse needs of organizations seeking efficient and effective device management solutions. Through tailored consultation, we understand your unique challenges and requirements, crafting a solution that fits seamlessly into your existing infrastructure.

Key components of our service include the overview, implementation and configuration of Microsoft Intune Suite products such as:

- Endpoint Privileged Management
- Enterprise App Management
- Advanced Endpoint Analytics
- Remote Help
- Microsoft Tunnel for Mobile Application Management
- Cloud PKI

We prioritize customization and integration, ensuring that the solution aligns perfectly with your organization's objectives and workflows. Additionally, our service includes comprehensive knowledge transfer sessions to empower your IT team with the necessary skills for effective management and administration.

The main characteristics of our solution lie in its scalability, flexibility, robust security features and user-friendly interface, making device management a streamlined and efficient process. The benefits are manifold, ranging from enhanced productivity and improved security compliance to cost savings and a seamless user experience.

In essence, our Pilot for Microsoft Intune Suite enables organizations to unlock the full potential of device management, ensuring security, compliance and productivity across the board.

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



## CDW + MICROSOFT

With years of experience in deploying and managing Microsoft solutions, CDW has a deep understanding of Microsoft Intune Suite's capabilities and how it can benefit organizations. We have a proven track record of successfully implementing Microsoft Intune Suite for numerous customers across various industries, resulting in enhanced device management and security.

As a trusted Microsoft partner, CDW works closely with Microsoft to stay updated on the latest features, updates and best practices related to Microsoft Intune Suite. Our team of dedicated experts possesses in-depth knowledge and expertise in Microsoft Intune Suite, ensuring that your implementation is seamless and optimized for your organization's needs.

Additionally, CDW offers tailored solutions that align with your specific business requirements and objectives. With CDW as your partner, you can trust that we have the expertise, experience and strategic partnership with Microsoft to help you leverage the full potential of Microsoft Intune Suite for your organization's device-management needs.



## Services Overview

The following is included in the Pilot for Microsoft Intune Suite service:

Service	Included
<b>Assessment:</b> Evaluating the existing environment and readiness for Microsoft Intune Suite features, which will typically include analyzing current device management solutions and processes to enhance application management, reporting, security and access within the Microsoft Intune platform.	✓
<b>Envisioning:</b> Working with your team to understand how they work today, and how Microsoft Intune Suite features/products fit into your workflows by developing high-value use cases.	✓
<b>Planning and Design:</b> Workshops with your administration team and project stakeholders to ensure that Microsoft Intune Suite features meet all of the necessary requirements to enhanced device management and processes that adhere to your environment.	✓
<b>Success Planning:</b> Working with the appropriate project team members and stakeholders in a series of formal and informal sessions to discuss the development and execution of the customer knowledge transfer, communication and support requirements that will benefit the organization most.	✓
<b>Build and Pilot:</b> Setup and configuration of Microsoft Intune Suite features specified during the design and planning including Cloud PKI, Remote Help, Microsoft Tunnel, Enterprise App Management, Advanced Endpoint Analytics and Endpoint Privileged Management.	✓
<b>End-user Enablement:</b> Helping your users not only understand how Microsoft Intune Suite features/products work, but also helping them understand how it works with their workflows through end-user knowledge transfer.	✓
<b>IT Success Sustainment:</b> Uplifting your support staff to continue the success that is built through the rest of the engagement through administrative knowledge transfer and best practices to continue threat response remediation processes.	✓

## CUSTOMER SUCCESS STORY

**Organization:** Enterprise customer with more than 10,000 employees

**CHALLENGE:** With a workforce of more than 10,000 employees, the customer faced the daunting task of efficiently managing a multitude of remote devices. Their challenge lay in securely providing access to corporate resources while ensuring compliance and managing application updates across diverse endpoints.

**SOLUTION:** CDW's Pilot for Microsoft Intune Suite offered the customer a comprehensive solution. By implementing Microsoft Intune Suite products such as Endpoint Privileged Management and Cloud PKI, the customer could efficiently manage device-access rights and securely distribute certificates for on-premises network access.

**RESULT:** With the Pilot for Microsoft Intune Suite in place, the customer witnessed remarkable improvements. Device management became streamlined, with remote devices seamlessly accessing corporate resources. Application updates were applied efficiently, and security compliance was maintained. Overall, the customer achieved enhanced productivity and security, ensuring seamless operations across their remote workforce.

## Certifications

CDW is a Microsoft Solutions Partner and has earned the following recognition:

**To learn more about Pilot for Microsoft Intune Suite, contact your account team or call 800.800.4239.**



# Detect attacks in real-time and respond directly to threats.

## Managed Defender XDR and Sentinel



This CDW Managed Microsoft Security service combines the advanced threat detection and automated correlation capabilities provided by the Microsoft XDR platform with an analyst-led triage and investigation to deliver an appropriate response, and containment of threats.

The Managed Detection and Response facet of this service provides 24x7x365 incident detection and management, incident investigation, response, change, configuration management and monthly service reporting.

Managed Defender XDR and Sentinel can help you achieve:



**Operational Efficiencies**



**Agility**



**Reduced Risk**

### Finding the Right Solution

Managed Defender XDR and Sentinel includes the following benefits:

- 24x7x365 incident monitoring and response team.
- CDW provides full-stack security and cloud configuration and management solutions.
- Hiring and retaining security expertise internally requires a large investment.
- Security incident costs are increasing. Mitigating risk with a managed service provider is cost effective.

### Certifications

CDW has earned numerous certifications and awards from Microsoft:

**Microsoft Partner**  
Azure Expert MSP

**Microsoft Solutions Partner**  
Microsoft Cloud

**Microsoft Solutions Partner**  
Business Applications

**Microsoft Solutions Partner**  
Data & AI  
Azure

**Microsoft Solutions Partner**  
Digital & App Innovation  
Azure

**Specialist**  
Kubernetes on Azure  
Migrate Enterprise Applications to Microsoft Azure

**Microsoft Solutions Partner**  
Infrastructure  
Azure

**Specialist**  
Infra and Database Migration  
Azure Virtual Desktop

**Microsoft Solutions Partner**  
Modern Work

**Specialist**  
Adaption and Change Management  
Calling for Microsoft Teams  
Meetings and Meeting Rooms for Microsoft Teams  
Teamwork Deployment  
Modernize Endpoints

**Specialist**  
Kubernetes on Azure  
Analytics  
Infra and Database Migration  
Migrate Enterprise Applications to Microsoft Azure

**Microsoft Partner**  
**Finalist**  
2024 Partner of the Year  
Education Award

**Microsoft Partner**  
**Finalist**  
2024 Partner of the Year  
Healthcare and Life Sciences Award

**Microsoft Solutions Partner**  
Security

**Specialist**  
Cloud Security  
Identity and Access Management  
Information Protection and Governance  
Threat Protection

## CDW + MICROSOFT + SECURITY

Each new technology in your tech stack has the potential for greater scalability, agility and efficiency — but they also introduce risk. At CDW, we help integrate and secure these systems while keeping your organizational outcomes top of mind.

- CDW employs more than 600 dedicated security coworkers
- Our Managed Security Service Provider (MSSP) program has operated since 2007
- Managed Services are SOC2 and ISO 27001 Certified

ITIL processes are supported by a ServiceNow ticketing system and customer portal. Additionally, CDW offers tailored solutions that align with your specific business requirements and objectives. With CDW as your partner, you can trust that we have the expertise, experience and strategic partnership with Microsoft to help you leverage the full potential of Managed Defender XDR within your organization.



## Services Tiers

Managed Defender XDR and Sentinel has distinct tiers to choose from, so you feel good about making the right decision for your organization.

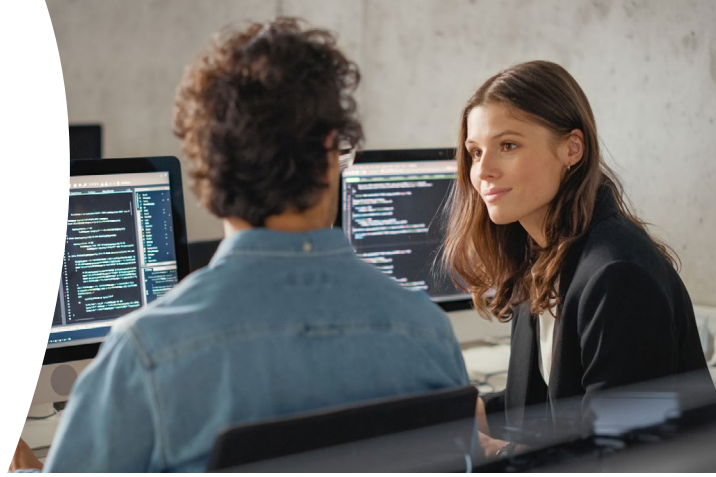
Service Features	CDW Managed Microsoft XDR Defender for Endpoint	CDW Managed Microsoft Defender XDR Advanced	CDW Managed Microsoft Defender XDR Advanced + Sentinel	CDW Managed Microsoft Sentinel
Sentinel powered automatic orchestration, automation, and response (SOAR)	✓	✓	✓	✓
Custom alerts and playbooks	✓	✓	✓	✓
MITRE ATT&CK mapping	✓	✓	✓	✓
Root cause analysis	✓	✓	✓	✓
Live response	✓	✓	✓	✓
Incident reporting	✓	✓	✓	✓
Sentinel SEIM including Third Party Connector Log Ingestion			✓	✓
24x7x365 SOC with experienced security analysts	✓	✓	✓	✓
Guided remediation actions	✓	✓	✓	✓
Direct access to analysts	✓	✓	✓	✓
Guided threat hunting	✓	✓	✓	✓
Advanced threat hunting	✓	✓	✓	✓
Tuning and optimization	✓	✓	✓	✓
Microsoft Defender Connectors for Sentinel	✓	✓	✓	
Endpoint Detection and Response (EDR)	✓	✓	✓	
Defender for Endpoint Antivirus, Firewall, Endpoint Detection and Response Policies	✓	✓	✓	
Entra Identity Protection (Conditional Access, PIM, MFA, Risk Based Access Control Policies)	✓	✓	✓	
Defender Office 365 Threat Protection for Exchange Online, SharePoint, OneDrive, and Teams. Includes Anti-Spam, Anti-Malware, Anti-Phishing, Safe Links, SPF, DMARC and quarantine policies and rules.		✓	✓	
Defender for Cloud App policies and rules		✓	✓	
Microsoft Defender for Identity (on-prem Active Directory services connector and sensor integration)		✓	✓	
Defender for Endpoint IoT		✓	✓	

**To learn more about CDW's Managed Defender XDR and Sentinel, contact your account manager or call 800.800.4239.**



## Attracting and Retaining Exceptional Talent


CDW Talent Orchestration helps you build teams that drive innovation, foster collaboration and achieve long-term success.



Higher education institutions often require specialized IT skills to support their complex infrastructures and ensure smooth operations that facilitate learning, modernize research, transform communication and enable innovation for their students and faculty. However, these institutions often operate within limited budgets, and hiring full-time employees for every IT requirement can be costly.


### WHY TALENT ORCHESTRATION?


Creating the foundation of a successful team is just the start when you partner with CDW:


 **Save time searching.** CDW will vet high-quality candidates and conduct background/drug screenings prior to a start.

 **Fill skillsets** based on active or upcoming customer project opportunities.

 **Minimize payroll costs and risk** by using the CDW as-a-service model.

 **Experience fast results.** CDW works with your timeline. Resumes will be provided in 48-72 hours, and a consultant can be ready to start in as little as two weeks.

 **Get quick IT-focused help** with vacancies on your career page.

 **Take advantage of a dedicated team** with a focus on the trends that matter to your organization.

### CDW SERVICES

- Contract Work
- Contract to Hire
- Direct Hire
- Part Time
- Virtual Bench (proven resources/contract work)

### TECHNOLOGY COVERAGE



#### Hybrid Infrastructure

- Networking +Wireless
- Software Defined Networking
- Storage
- Virtualization Hybrid Workspace
- Windows, Citrix, VMware



#### Security

- Infrastructure Security Cloud
- TVM
- Resilience/Compliance
- IAM
- Strategy/Risk



#### Applications and Data Management

- Data/BI
- App Dev
- Mobile/UI/UX
- QA
- Salesforce, ServiceNow, SAP, Oracle
- SAAS



#### Cloud and Digital

- AWS
- GCP
- Azure
- Data
- SAAS
- DevOps, Data, Development

### TALENT CAPABILITY MATRIX

#### PMO and Business Operations

Project/Program Management, Business Analysis, Agile Transformation, Change Management

To learn how CDW can help your organization, contact your CDW account team.

