CDW Professional Services

Amazing happens when AI makes it to production.



CDW Frontier AI Engagement

Most organizations running Microsoft 365 are somewhere on the AI curve: rolling out Copilot for the first time, piloting early agents or running scattered proofs of concept. Wherever they start, the pattern holds. Only about five percent of organizations move Copilot from pilot to scale, and most say governance hasn't kept pace with how fast AI is spreading.

The CDW Frontier AI Engagement closes that gap. It's a fixed-scope, fixed-fee engagement that takes real business challenges from idea to governed, production outcomes, built inside the Microsoft environment you run. A single CDW Frontier Pod, CDW's forward-deployed engineering team, carries the work from Blueprint through Implement, so your use case, architecture and governance model stay with one team the whole way.

CDW Frontier AI Engagement can help you achieve:

Move from pilot to production

Govern by design

Lower cost, move faster

How the Engagement Works

- **Blueprint:** Defines the business case, target architecture, governance model and success baseline for your priority challenge, and maps the opportunities behind it.
- **Implement:** Builds, secures and validates the deployment in your Microsoft environment, so it's ready for real use before handoff.
- **Manage:** This is the next-step engagement once Implement is complete: ongoing support, governance and security through CDW AI Managed Services as adoption grows.

Built to Scale What Works

Blueprint doesn't stop at the first use case. It maps the backlog of high-value opportunities behind it, so the roadmap for what's next is already defined before Implement begins. Each outcome after the first starts further along than the last.

Built on your Microsoft environment. Measured against your business.

CDW + MICROSOFT

Getting access to the Microsoft platform is the easy part. The harder part is turning that environment into a governed production capability tied to a real result. That's what a Frontier Pod is built to do: forward-deployed engineers embedded with your team, turning AI aspirations into production impact.

25+
Years helping customers with Microsoft solutions.

600+
Microsoft-focused engineers, technical specialists and project managers.

140+
Microsoft-certified specialists.

CDW was named 2025 Microsoft Americas Partner of the Year and Global Scale Solutions Partner of the Year and has earned Azure Expert MSP and Microsoft AI Frontier Partner status.

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

Going Deeper on the Engagement

Where the Value Shows Up

The Blueprint defines how this engagement will create value for your business and what to measure once it's live. Examples of potential value depending on the prioritized use cases:

- **Workforce capacity:** Fewer manual steps, less repetitive work, faster access to what your teams already know.
- **Customer experience:** Faster responses and more relevant service, backed by better access to information.
- **Cost management**: Less process effort, optimized AI spend, fewer redundant experiments to maintain.
- **Process performance:** Shorter cycle times, smaller backlogs, more consistent execution.
- **Revenue impact:** More seller capacity, better follow-through, faster quotes and proposals.
- **Risk reduction:** Better data handling, controlled agent deployment, clearer governance.

Service Overview

Here is what you get as part of the CDW Frontier AI Engagement:

The Frontier Pod Delivers	You Get
Identify and prioritize your highest-value business challenges.	Defined use cases, target architecture, governance model and roadmap for what's
Set success metrics against your current-state baseline.	A baseline you can measure real progress against.
Build and secure a production deployment in your Microsoft environment.	A live, validated Azure environment and AI automation.
Enable your team through role-based training.	A team ready to use and own what was built.
Shape the deployment for day-two operations.	A clean handoff into ongoing support and governance.

Certifications

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

Microsoft Solutions Partner
Hybrid Cloud
Specialist
Networking Services in Microsoft Azure
Infra and Database Migration to Microsoft Azure
Microsoft Azure Virtual Desktop

Microsoft Solutions Partner
AI Business Solutions
Specialist
Adoption and Change Management
Calling for Microsoft Teams
Meetings and Meeting Rooms for Microsoft Teams
Secure AI Productivity
Modernize Endpoints
Microsoft 365 Copilot
Analytics on Microsoft Azure

Microsoft Solutions Partner
Cloud & AI Platforms
Specialist
Analytics on Microsoft Azure
AI Platform on Microsoft Azure
Networking Services
Infra and Database Migration
Azure Virtual Desktop
AI Apps on Microsoft Azure
App Modernization on Microsoft Azure

Microsoft Solutions Partner
Security
Specialist
Cloud Security
Identity and Access Management
Data Security
Threat Protection
Microsoft 365 Copilot

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Private Cloud

Microsoft Solutions Partner
Support Services

Microsoft Partner
Azure Expert MSP
Microsoft

Microsoft Solutions Partner
Frontier Partner

PROOF, NOT JUST PROMISES

CDW runs this on itself. Thousands of agents already run in production under governance across our own business, improving work efficiency and driving better outcomes for our own teams and coworkers.

Funding: Microsoft Frontier Accelerate funding is aligned to this engagement, and additional Microsoft funding may also apply. Your CDW team can confirm eligibility and scope.

Have business challenges in mind? Blueprint often finds more once we start. Contact your CDW account team or call 800.800.4239.

Microsoft CDW