

WE GET HANDLING CLOUD SUPPORT SO YOU CAN HANDLE YOUR BUSINESS.

CDW Amplified™ Hybrid Cloud
CDW Cloud Support – Microsoft CSP



CDW Cloud Support is one of the many benefits you receive when you partner with CDW for your Microsoft CSP needs. We understand the urgency that arises when you need support. That's why our Cloud Support team is always available when you need it – 24/7/365. CDW gives you Tier 1, 2 and 3 administrator tech support – by phone, email or online ticketing. Our administrators speak directly to you and will escalate to Microsoft on your behalf when necessary. Cloud Support ensures that your technical support needs are handled efficiently and completely, allowing you to focus on your business.

CDW Cloud Support – Microsoft CSP can help you achieve:

 Operational Efficiencies
  Reliability
  Reduced Risk

Orchestrating the Right Solution

When you purchase a cloud-based Microsoft product subscription, it is easy to get lost. CDW has been a Microsoft partner for nearly 30 years – so we get Microsoft and can help you navigate the landscape. Whether you are a novice to Microsoft or a seasoned user, we can ensure you get the most out of your cloud environment.

When you purchase through our CSP program, our Cloud Support team is ready to assist you with the following:

- Basic product customer support
- A 30–45-minute onboarding session that covers a variety of topics, including tenant subscription, license and user review and domain management
- Technical support – with escalation to Microsoft directly when necessary
- Email and data migration and backup support services and onboarding, when purchased with a CSP subscription

The products included are:

- Microsoft 365
- Office 365
- Windows 10/11
- Azure Active Directory (AAD) Connect – setup and installation
- Enterprise Mobility + Security (EMS) – onboarding

CDW GETS 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 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 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



**CDW AMPLIFIED™
SERVICES**

Services Overview

The following are included with CDW Cloud Support – Microsoft CSP:

Service	Included
24x7x365 support	✓
Onboarding support	✓
Email and data migration (when applicable)	✓
Backup enablement and onboarding (when applicable)	✓
Escalation to Microsoft (when applicable)	✓
Single-point-of-contact support	✓
Tier 1, 2 and 3 support	✓
Support requests through phone, email or online ticketing	✓

Proofpoints

Our Cloud Support team has been an integral part of our Microsoft CSP program since it began in 2016. Since then our team has grown along with our program. We are a long-time partner of Microsoft, allowing us to have a strong understanding of your Microsoft products and needs so that we can handle any issues that arise.

7,000+

Microsoft CSP program customers supported

30 years

Nearly three decades of partnership with Microsoft

Microsoft Partner
Azure Expert MSP



Microsoft Solutions Partner
Data & AI
Azure

Specialist
Windows Server and SQL Server
Migration

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
Modernization of Web
Applications

Microsoft Solutions Partner
Infrastructure
Azure

Specialist
Windows Server and SQL Server
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

Microsoft Solutions Partner
Security

Specialist
Identity and Access
Management
Information Protection and
Governance
Threat Protection

To learn more about CDW's Cloud Support team and our Microsoft CSP options, contact your account manager or call 800.800.4239.

