

Amazing happens when clarity is brought to the cloud.

Managed Services for Azure



Managing a complex/evolving cloud environment requires unique and specialized skills that CDW, a proven and trusted partner, can provide. When production and business-critical systems must remain online without disruption, enlisting the CDW team will keep your organization operating optimally. Our Managed Services for Azure is an integral component of your end-to-end digital transformation.

Managed Services for Azure can help you achieve:



Operational Efficiencies



Increased Performance



Reduced Risk

Managing the Right Solution

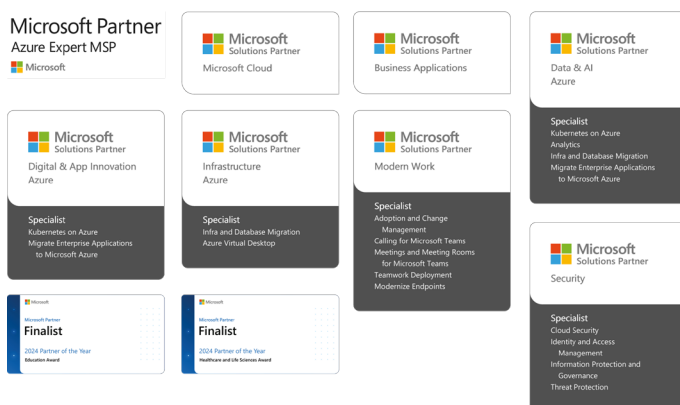
CDW's Azure-certified architects, consultants and engineers provide the day-to-day management so you can focus on organizational performance, not technology management. Our cloud experts work closely with you to guide your organization to a cloud management strategy that brings clarity to Azure.

Your organization can enjoy the benefits of Managed Services for Azure, including:

- Establishing your security posture
- Improving governance and overall operation
- Increasing availability and performance
- Making informed, strategic decisions based on data

Certifications

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



CDW + MICROSOFT AZURE

CDW is an end-to-end provider of cloud applications, solutions and services for public, private and hybrid cloud environments.

We are uniquely qualified to design, deliver and manage a flexible solution tailored to your needs.

CDW will help you adopt and integrate Azure securely and efficiently. We have a long-standing, award-winning relationship with Microsoft that we extend to our customers.



Services Overview

Managed Services for Azure are designed around the top cloud challenges organizations encounter.

	Premium	Essential	Basic
Concierge Team - Contact 24x7x365 via the service portal, phone or email - Centralized resources for all your Cloud Managed Services needs	✓	✓	✓
Inscape Cost Management Portal - Dashboard views of your cloud consumption - Budget controls, alerts and reporting - Recommended savings, tagging options and right-sizing for your cloud environment	✓	✓	✓
CDW-led Enterprise Support - Escalation of support to cloud provider as needed - Cloud provider cases managed by CDW - Incident tracking and remediation	24x7 ✓	24x7 ✓	8 am - 5 pm Mon. - Fri. ✓
Technical Account Manager (TAM) - Dedicated TAM for all Premium customers and Essential customers <50K "Pooled" TAM assistance for Essential customers >50K - Regular reviews to meet your desired business outcomes	✓	✓	
Next-Generation Monitoring and Remediation - Proactive anomaly, metric-based regression reporting, forecast monitoring, standard deviation and fault detection - Auto ticket generation and issue remediation	✓		
Cost Management - Drive accountability against budgets - Keep track of who owns what cloud resources and subscriptions easily - Evaluate month-over-month spending and utilization trends to quickly identify anomalies	✓		
Infrastructure Support - Monitoring of virtual machines using native tools - Patch management — OS patching using native tools from vendor-supplied patches during designated maintenance window - Backups using cloud-native tools	✓		
Security Posture Management - Quickly identify vulnerabilities and remediation strategies - Security Frameworks review using cloud-native tools	✓		
Elastic Engineering On-demand assistance with strategy, design, architecting and deployment of workloads	Optional	Optional	Optional

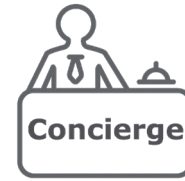
Certifications

CDW has achieved the following Managed Services and Security Industry Certifications:



ENROLLMENT SERVICES

In all levels of Managed Services for Azure, we get you started right by providing you with our exclusive LaunchPad and/or Concierge enrollment service.



Concierge

Full-Service Onboarding (Essential and Premium Tiers)

- Project management to assist as you transition to CDW Managed Services
- Monitoring baseline — Establishing parameters for next-gen monitoring
- Introduction to your technical account manager



Inscape Launch Pad

Hands-on Working Session (All Service Tiers)

- Cost Management and Reporting Tool — Guided session on how to understand your cloud consumption

To learn more about Managed Services for Azure — or our full cloud services portfolio — contact your account manager, call 800.800.4239 or [visit our website](#).

