



Healthcare

Expertise and Innovation

Foundations of Care

Optimizing Care

Future of Care

Specialized Care

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CDW Healthcare

# Innovation for Better Care Everywhere

## Advancing Care Delivery Across Every Setting

Healthcare technology is evolving to meet the changing demands of an increasingly complex environment as care teams are being asked to do more with less and patient expectations continue to rise. As care moves beyond the hospital, new data and AI capabilities are accelerating innovation, but evolving cyberthreats are increasing risk and regulatory changes are increasing pressure.

CDW Healthcare helps you strengthen the foundation that keeps care running and optimize infrastructure and applications for performance and cost. We modernize data and security so you can deliver better experiences, protect what matters and improve clinical outcomes.





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## Expertise and Innovation

### Experience Makes the Difference

For more than 30 years, CDW Healthcare has been a trusted partner to more than 6,500 healthcare organizations, including:

- Hospitals and health systems
- Physician practices
- Home health organizations
- Senior care communities
- Memory care providers
- Group purchasing organizations (GPOs)
- Rural and community hospitals

#### A Deep Bench of Expertise

**300+**

Dedicated Healthcare Client Executives

**100+**

Dedicated Healthcare Solution Architects

**20+**

Healthcare Industry Strategists

Our healthcare industry strategists average 20+ years of experience as former technology leaders across integrated delivery networks, hospitals, senior care and provider services organizations.

What sets them apart, in addition to where they have worked, is how they engage. They understand the intersection of care delivery, operations and technology, and they know how to translate organizational goals into practical strategies that improve experiences, reduce friction and support better outcomes. Because they have led through the same kinds of challenges healthcare organizations face today, they can help teams prioritize investments, build alignment across stakeholders and move forward with greater clarity and confidence.

When they join your team, you gain a healthcare-fluent adviser who can quickly assess where you are today, align technology decisions to clinical and operational priorities, and build a practical path forward. They help you avoid costly missteps, validate solution choices and guide initiatives from planning through execution.

Supported by account teams and solution architects with provider-side experience, you get guidance that reduces complexity, strengthens security and reliability, and accelerates outcomes.





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## Expertise and Innovation

### Real-World Innovation

CDW's Healthcare Transformation Centers represent our commitment to pushing the boundaries of what is possible in healthcare IT and connectivity. These state-of-the-art facilities serve as test beds, training centers and innovation hubs, each uniquely contributing to CDW's leadership in healthcare technology.

At these transformation centers, healthcare providers work with healthcare strategists — seasoned, multi-disciplinary experts who translate innovations into actionable healthcare strategies.

Our healthcare transformation centers create environments where our strategists work with you to create cutting-edge, practically aligned solutions that help make your highest vision of healthcare's future a reality.



#### **HonorHealth Transformation Center** Phoenix, Arizona

The HonorHealth Transformation Center provides a validation environment for clinical simulations and proof-of-concept projects while accelerating clinical command center technologies and solutions.

#### **Intermountain Health Transformation Center** Murray, Utah

A collaborative space where scientists and doctors advance data-driven innovation and AI-enabled approaches to improve care delivery, operational performance and patient outcomes.

#### **MemorialCare Technology & Training Center** Orange County, California

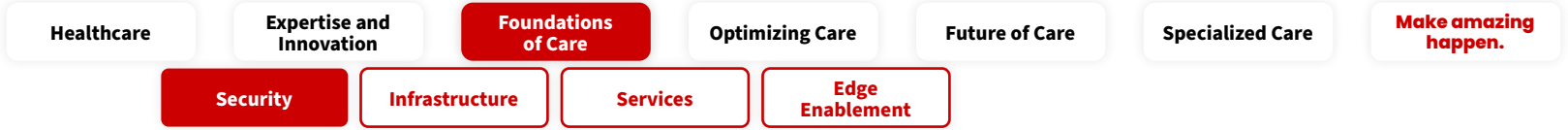
A simulation and innovation facility that supports proof-of-concept testing, validates clinical workflows and trains teams in a realistic, non-production environment to improve patient care and operational efficiency.

#### **St. Luke's Health System** Boise, Idaho

A nonprofit health system dedicated to providing high-quality care for everyone in the communities it serves through improved access, lower costs, patient experience simulations and partner collaboration.

#### **Thrive Innovation Center** Louisville, Kentucky

A technology innovation and educational center exploring scalable and evolving technologies for enhancing quality of life for those aged 50+.



## Foundations of Care

### Foundational IT Infrastructure

Every healthcare organization needs a well-designed, secure, scalable infrastructure to support emerging technologies that can enhance the healthcare experience, improve patient outcomes and differentiate providers in today’s competitive marketplace.

CDW’s Foundations of Care give organizations the strategic solutions they need — in IT operations, data center and security — to sustain a strong foundational healthcare technology infrastructure.

**1,710**

cybersecurity incidents

**1,542**

with confirmed data disclosure

**Healthcare remains a prime target for cyberattacks.<sup>1</sup>**

**40,000+**

cybersecurity solutions delivered

**500+**

cybersecurity professionals

**CDW is the largest security solution integrator in North America.**

### Security

#### Visibility, Mitigation and Response

Healthcare CIOs know that experiencing a cyberattack is no longer a question of “if,” but of “when.” That’s why it’s never been more important to protect your patients, networks, devices and data.

CDW Healthcare security solutions and services arm healthcare organizations with tools and support that increase visibility into network vulnerabilities, mitigate cybersecurity risks and respond when threats emerge.

#### Solutions

CDW Healthcare protects your most valuable assets with end-to-end solutions that address:

- Patient data security
- Patient physical security
- IoT monitoring enforcement
- Next-generation firewall
- Endpoint security
- Secure clinician and patient communications
- Identity and access management
- Email security
- IoMT security
- Ransomware vulnerability
- Cyber resilience
- Incident response

#### Services

CDW Healthcare’s proven services deliver proactive strategy and tenacious management of your cybersecurity defenses:

- Security assessments
- Incident response
- Access and identity management
- Data loss prevention
- Encryption
- Endpoint protection
- Penetration testing

### Compliance and Resilience

Healthcare IT security is not just about protecting patient data and privacy from the myriad threats organizations face on a weekly basis. It’s also essential for compliance with ever-stricter HIPAA regulations and other requirements.

With care teams and patients using new devices that introduce new vulnerabilities, device security is essential. And the growth of connected virtual care makes security more complex — and even more paramount.

Our healthcare-specific incident response and resilience approach includes workbooks, playbooks and tabletop exercises that help organizations ensure a secure technology environment.

Solutions and services from CDW Healthcare give organizations the utmost confidence in their IT security:

- Resilience and recovery
- Network visibility and management
- Cloud security
- Endpoint vulnerability management
- Strategic workshops



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Security

Infrastructure

Services

Edge Enablement

## Foundations of Care

### Infrastructure

#### Modernizing the Heart of Healthcare

Hybrid IT, cloud and edge computing, colocation and hosting services are disrupting traditional healthcare data centers. Meanwhile, advances in power and cooling, telecommunications, operations, hardware and software make the data center's role more vital than ever.

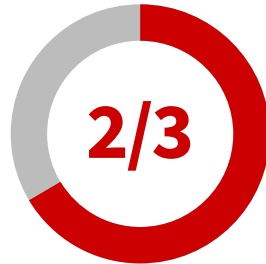
As data center technologies become even more intelligent, automated and modernized, CDW can help you build next-generation architecture that improves resilience and operational efficiency. Key solutions and services include:

#### Solutions

- Hyperconverged infrastructure
- Software-defined data center
- Hybrid IT and cloud integration
- Internet of Things (IoT)

#### Services

- Network modernization and automation
- Data center technology profile
- Data center modernization and optimization
- EMR in the cloud
- Disaster recovery
- Cloud expense analysis
- Cost containment assessments
- Remote asset tracking



of healthcare leaders cite infrastructure limitations as a major barrier to achieving their care delivery goals.<sup>2</sup>





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## Foundations of Care

### Services

#### Supporting the Team Behind the Care Team

New technologies have expanded how data can be leveraged, accessed and shared across sites, teams and patients, inspiring visions of improved patient experience and outcomes. To bring these visions to life, healthcare organizations need the right technology and infrastructure.

Our CIO Essentials Program can help you bridge the gaps between your current technology and the enhancements you need to make your vision a reality — from planning and implementation to ongoing management and optimization.

We can provide modernized workspace management with offshoring, nearshoring, direct hire and remote staff from deep global resources. Our experts can also help you consolidate systems and simplify budgets, rationalize software and hardware needs, and find new ways to make IT operations more efficient.

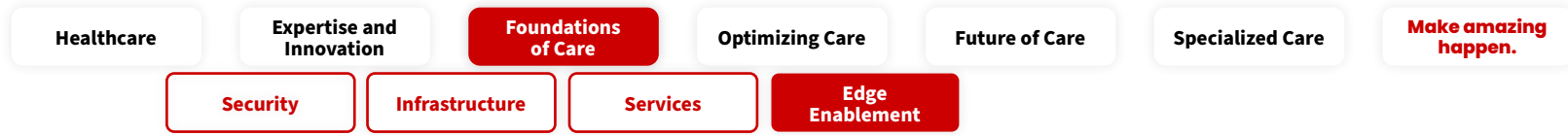
- CDW Technical Services
- CDW Technology Support (CTS) and CDW Extended Support (CES)
- Inscope
- ServiceNow — ITSM
- Modern workspace management
- Client device management
- Managed workspace
- IT asset disposition (ITAD)
- Device as a Service (DaaS)

#### CUSTOMER SUCCESS STORY

#### Large Midwestern Healthcare Network Improves Project Execution and Efficiency

A large Midwestern healthcare network wanted to streamline project management, improve resource management and gain centralized visibility into project portfolios while strengthening alignment to strategic objectives. They selected ServiceNow Strategic Portfolio Management (SPM) and engaged CDW to deploy an SPM Jumpstart, enabling portfolio control, workflow automation, and robust reporting and analytics. The organization improved operational efficiency, reduced costs and achieved better strategic alignment across projects with a compelling ROI from the ServiceNow SPM implementation.





## Foundations of Care

### Care at the Edge

#### Bringing Care Closer With Edge-Ready Technology

Care is happening everywhere: at the bedside, in ambulatory clinics, in the home and across virtual visits. That shift puts new pressure on the “edge” of your environment where clinicians, patients and connected devices depend on fast, reliable and secure access to applications and data.

Edge enablement in healthcare is more than a networking upgrade. It’s a way to improve point-of-care experiences, reduce friction in clinical workflows and extend services beyond the hospital while maintaining privacy and compliance. CDW Healthcare helps you design and support edge environments that keep care moving and keep risk in check, from endpoints and wireless to security and operations.

#### What You Gain at the Edge



**More consistent point-of-care experiences:** Modern wireless networks, device fleets and secure collaboration tools help engage patients and support care teams across settings.



**Better support for virtual health and connected care:** Strengthen device security and infrastructure support so telehealth and remote care programs can scale with confidence.



**Less operational friction:** Standardize devices and configurations, improve visibility and simplify updates so IT can respond faster and support more sites with fewer resources.



**Stronger cyber resilience where it matters most:** Extend security controls to endpoints, IoMT and edge locations to reduce exposure without slowing down clinicians.

#### How CDW Healthcare Helps

We bring together strategy, design and implementation to modernize devices and collaboration experiences, improve edge connectivity with resilient wired and wireless networking, and apply security and management practices that support HIPAA-aligned operations. The result is an edge environment built for performance, scalability and trust so your teams can focus on care and your organization can keep advancing outcomes.

##### Solutions

- Clinical endpoint modernization (laptops, tablets, mobile carts)
- MDM and endpoint management
- Secure wireless and wired networking (Wi-Fi, switching, SD-WAN)
- IoMT and connected device support (asset visibility, onboarding, monitoring)
- Edge security (endpoint protection, EDR/XDR, email security)
- Identity and access management (MFA, SSO, zero-trust access)

##### Services

- Edge strategy and roadmap development
- Site readiness assessments (network, wireless, security, device estate)
- Network architecture, implementation and refresh services
- Device lifecycle services (procurement, imaging, staging, deployment)
- Configuration and integration (MDM, IAM, collaboration)
- Security assessments and hardening (zero-trust alignment)
- Managed services for endpoints, networks and security operations



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Data and AI

Workflow Optimization

Application Optimization

Connected Care

## Optimizing Care

### Enhancing What Your Team Does Best

With a solid and secure IT foundation, an organization can focus on improving the people, processes and technologies that can help optimize care.

From data and AI to workflow and application optimization, providers can enhance their systems and platforms to improve operational efficiencies — along with patient and clinical satisfaction — with help from CDW Healthcare.

CDW’s strategic solutions and services help organizations optimize care by getting the most productivity out of their current technology assets — modernizing and scaling for cost savings wherever appropriate while emphasizing data, analytics and application optimization.

### Data and AI

For today’s healthcare organizations, modern, comprehensive data platforms are table stakes for improving operational efficiency and clinical care. Having access to deep, well-managed data enables a provider to benefit from continuing innovation, support emerging use cases and thrive in an evolving healthcare landscape.

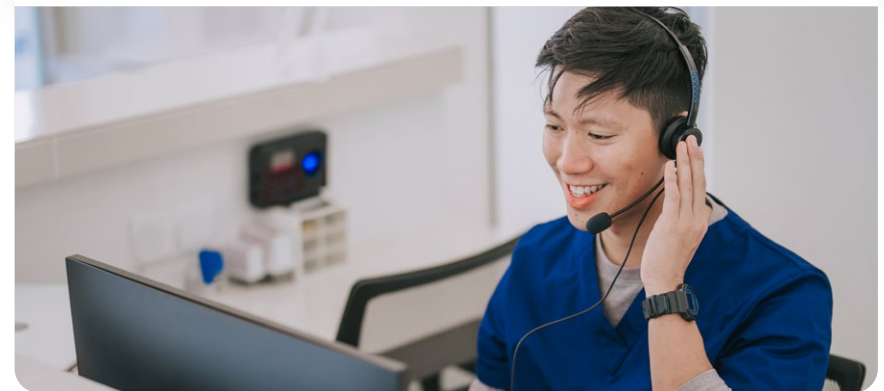
CDW can help organizations build open, scalable platforms for data management, data sharing, applications and advanced analytics to leverage disparate data across the continuum of care.

- Data visualization and reporting
- Data science and AI
- Core data platforms
- Strategy
- Data governance

#### CUSTOMER SUCCESS STORY

### Healthcare Organization Automates 40% of Calls to Improve Access

A large healthcare organization serving hundreds of thousands of patients across a wide geographic area was facing long inbound call queues and high abandon rates driven by limited staffing during the COVID-19 pandemic. CDW partnered with Google Cloud to implement Contact Center AI (CCAI), using a discovery workshop and analysis of years of call recordings to build a virtual agent integrated with the organization’s ERP and CRM systems. CDW delivered a minimum viable product in **three weeks**, enabling the virtual agent to resolve **more than 40%** of inbound calls without human intervention, reducing queue times and helping improve patient satisfaction across facilities.





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## Optimizing Care

### Supporting Care Teams and Improving Experiences

Clinical workflows are under constant pressure. Care delivery is spread across more settings, information is fragmented across systems and teams are asked to move faster without sacrificing quality or safety. Workflow optimization helps healthcare organizations reduce friction in daily work, improve coordination and make it easier for clinicians to focus on patients.



**EHR optimization:** Streamline clinical workflows and reduce administrative burden with personalization and automation that supports productivity and faster issue resolution.



**Patient management:** Improve the patient journey with omnichannel support, self-service options and more responsive interactions that reduce waiting and navigation challenges.



**Collaboration platforms:** Enable secure communication that supports telehealth, virtual care and hybrid staffing models, including onsite and virtual command centers. Tools such as speech-to-text and AI can improve real-time documentation and decision-making.



**Point-of-care solutions:** Put timely, accurate information closer to clinicians so they can diagnose, treat and monitor patients with confidence, supported by integration with EHRs and remote monitoring tools.

### How CDW Healthcare Helps

CDW Healthcare helps you optimize workflows by integrating the systems that power care delivery, including electronic health records (EHR), service management and patient engagement. By modernizing applications and improving integration, organizations can gather data more easily, share information more effectively and enable care teams to collaborate with greater speed and accuracy.

Our healthcare experts assess your environment, identify integration gaps, address modernization opportunities and align technology efforts to patient care goals. We also help strengthen cybersecurity foundations and support training and adoption so new tools deliver real operational value.

With advisory services and managed capabilities, CDW Healthcare can supplement internal teams, sustain improvements over time and help you keep pace with evolving demands.



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## Optimizing Care

# Simplifying Applications, Strengthening Security and Improving Care Delivery

Healthcare organizations are under pressure to do more with less while managing application portfolios that have grown more complex over time. Mergers, departmental purchases, point solutions and rapid technology decisions have left many teams supporting overlapping tools, fragmented workflows and rising operational burden. Every application adds demands for integration, patching, governance, training and support — and in security and IT operations especially, redundant tools can increase cost and risk instead of reducing them.

Application optimization helps healthcare organizations improve what they have today while building toward a simpler, stronger portfolio over time. CDW Healthcare helps assess where applications support clinical and operational goals, where rationalization makes sense and how to create a practical path forward that improves performance, reduces complexity and strengthens security.

## What Application Optimization Enables



### Better clinician and staff experiences:

Reduce friction across workflows by improving usability, integration and access to the tools teams rely on every day.



### Stronger patient and consumer engagement:

Modernize digital touchpoints and application experiences to support more connected, responsive care.



### Lower operational burden and cost:

Identify overlapping or underused applications, streamline support requirements and improve ROI from existing technology investments.



### Improved security and resilience:

Rationalize redundant security and IT operations tools, strengthen governance and reduce risk across the application environment.



**A smarter long-term roadmap:** Create a three- to five-year strategy for optimization and rationalization that helps simplify the portfolio and deepen value from fewer, better-fit platforms.

## How CDW Healthcare Helps

CDW Healthcare brings a consultative, healthcare-specific approach grounded in clinical and operational reality. Our experts evaluate your current environment, identify optimization and rationalization opportunities, align recommendations to care delivery priorities and help build governance models that support better decisions over time. We also help integrate security, operations and application strategy so improvements are practical, sustainable and positioned to deliver measurable value.

### What We Offer

- Clinical mobility workshops
- Unified clinical communications
- Patient engagement and digital front-door enablement
- Contact center and call center optimization
- Workflow optimization tied to collaboration platforms



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## Optimizing Care

### Instant Real-Time Communication

In today's healthcare environment, you need dynamic IT solutions that connect clinicians, staff and patients. CDW Healthcare offers expertise and technologies that help you achieve instant real-time interactions for better communication, an enhanced experience and improved patient outcomes.

#### Solutions and Services

CDW Healthcare's best-in-breed technologies, along with the experience, expertise and support of our teams, help organizations optimize these essential virtual care practices:

- Telehealth/telemedicine
- Remote patient monitoring (RPM)
- Virtual rounding
- Enhanced patient care and safety monitoring
- Emerging digital health tools
- Digital front door

#### Clinical Mobility Solutions and Services

Mobility technology helps healthcare organizations deliver better care at a lower cost. CDW helps providers continue to accelerate adoption of this essential evolution in patient and clinician experience.

- Mobile device procurement, configuration and management
- Clinical communication and collaboration (CC&C)
- Mobile barcode medication administration (BCMA)
- Wireless networking and assessment
- Activation services
- Warranties

#### CUSTOMER SUCCESS STORY

### Major Mobility Upgrade for a Florida Health System

A provider's staff needed new mobile phones to improve their connections, sound quality and response times. CDW's comprehensive mobility solution included VMware Workspace ONE, Imprivata Ground Control, Mobile Heartbeat, JAMF, Apple iPhones and EPIC Rover. CDW also held an onsite device fair to showcase the technology and help streamline staff adoption.

Since the new system was installed, the health system has seen an overall improvement in patient response times and increased productivity. Their staff enjoy the improved reception and sound quality and have even reduced the time it takes to charge their devices.



**The World Health Organization estimates there will be a global shortage of 11 million healthcare workers by 2030.<sup>3</sup>**

### Vast majority of hospitals using telemedicine

A 2025 benchmark survey found 100% of hospital and health system respondents either already offered virtual care or planned to offer it by the end of the year.<sup>4</sup>



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Post-Acute and Long-Term Care

## Future of Care

### The Future of Care

Modernizing operations for clinicians and patients means enabling care that reaches beyond traditional settings. As the care environment expands from acute to home to post-acute and long-term care, organizations need the connectivity, devices, monitoring and documentation capabilities that keep care coordinated across every touchpoint.

Care needs to meet patients and clinicians where they are. By strengthening how information flows across settings and supporting more connected, responsive experiences, healthcare organizations can improve outcomes and thrive in a more distributed future of care.

### Care Anywhere

Care is no longer confined to the hospital. Patients expect connected, consistent experiences as they move between care settings. CDW's Smart Care Continuum brings the technology, integration and clinical perspective to help healthcare organizations create seamless care journeys across settings.

The goal is simple: Make information move with the patient and make tools easier for clinicians to use. When documentation, monitoring and communication are integrated into day-to-day workflows, teams spend less time chasing context and more time delivering care. CDW's approach includes virtual care platforms, EHR-integrated devices, ambient clinical documentation and remote patient monitoring (RPM), all designed to improve experiences, support staff and drive better outcomes.



**Reduce care fragmentation across settings** by improving handoffs and continuity as patients transition from inpatient to home or senior care.



**Support patient and resident satisfaction** with more consistent experiences and fewer gaps in communication.



**Improve documentation efficiency and data quality** with ambient documentation tools and workflow-aligned device integration.



**Scale securely across the continuum** with enterprise-grade architecture designed to expand across inpatient, post-acute, home and senior living environments.



**Enable proactive monitoring and timely intervention** through connected care and RPM that extend clinical visibility beyond the hospital.



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## Future of Care

### Next-Gen Connectivity

Next-gen connectivity is the backbone for providing care anywhere. As care expands beyond the hospital, more devices, clinicians and patients rely on always-on access, and healthcare organizations need networks built for speed, resilience and security.

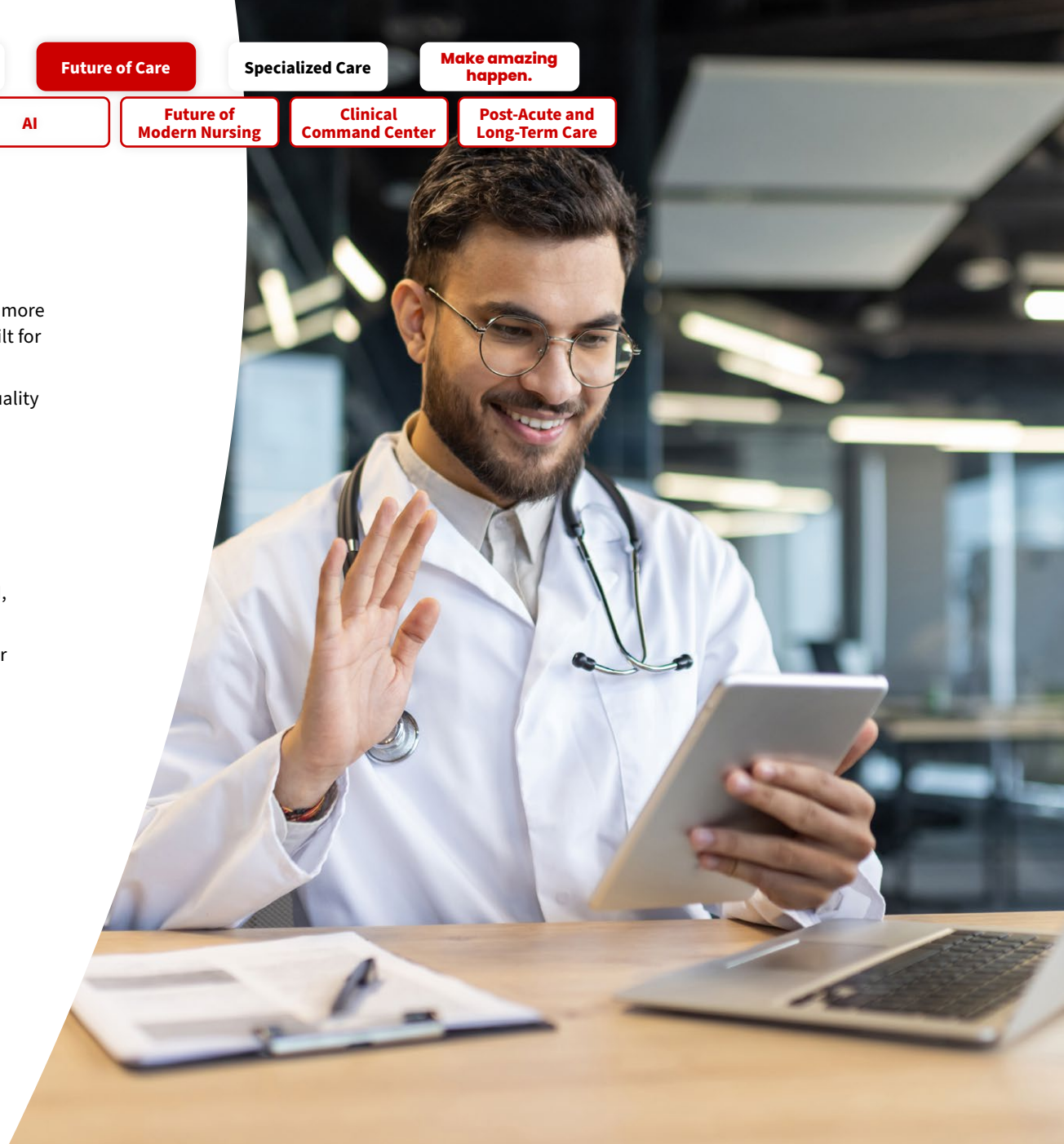
That performance matters at every point of care. Ultra-fast, low-latency connections help support high-quality video consults, real-time monitoring streams and clinician mobility. CDW designs connectivity to support the full spectrum of virtual care, including telehealth and remote patient monitoring. And it's backed by infrastructure support and device security so programs can scale and stay aligned to HIPAA requirements.

#### Solutions

- Next-gen wireless networks to support point-of-care experiences and patient engagement
- SD-WAN with secure access service edge (SASE) and zero-trust security to improve connectivity and security across sites
- Next-gen Wi-Fi capabilities to support higher-density devices and performance needs
- Secure messaging and collaboration over voice, video or text to strengthen clinical communication
- Rapid-deploy temporary networks for surge capacity, clinics or remote sites

#### Services

- Network modernization planning to take advantage of emerging capabilities like SD-WAN, SASE, next-gen Wi-Fi and IoT
- Rapid deployment with zero-touch processes for faster rollout and easier standardization
- Secure, HIPAA-compliant remote data management and VPN connectivity for distributed care environments
- Virtual health advisory support focused on improving device security and infrastructure support
- Managed unified communications services to extend work phone numbers to mobile devices for care on the go





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## Future of Care

### AI in Clinical Workflows and Operations

AI is showing up across the Future of Care in practical, workflow-level ways, not just in big “moonshot” projects. AI can support **workflow automation and documentation** by reducing manual steps and helping clinicians capture information more efficiently. It can also drive **predictive insights and prioritization**, surfacing which patients or situations may need attention now so teams can intervene earlier. At the operational level, AI can strengthen **command-center enablement** with decision support, triage assistance and broader visibility into throughput, staffing and patient flow.

CDW Healthcare helps align AI use cases to care delivery priorities, then builds the data foundation required to scale those capabilities responsibly. We emphasize governance, security and resilience so AI adoption stays safe, compliant and aligned to clinical reality, including strong data practices, risk management and cybersecurity foundations. Because when it comes to AI in healthcare, trust matters as much as performance.

#### Solutions

- Ambient and AI-assisted clinical documentation support
- Workflow automation for administrative and operational processes
- Predictive analytics for risk, prioritization and population insights
- Virtual agents and AI-driven patient access experiences (contact center automation)
- Command-center enablement with analytics, triage support and operational visibility
- Secure data platforms and AI-ready data management
- AI security, governance and resilience capabilities

#### Services

- AI strategy workshops to identify high-value use cases and success measures
- Data readiness assessments, modernization and governance planning
- Integration and implementation to connect AI tools with workflows and existing platforms
- Trust and governance program support (policies, controls, risk management and clinician adoption)
- Security hardening for AI ecosystems and ongoing resilience planning
- Managed services to monitor, optimize and scale AI solutions over time



**49%**

of U.S. generative AI decision-makers said their organization expects ROI on AI investments within one to three years

**and**

**44%**

said within three to five years.<sup>5</sup>



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## Future of Care

### The Future of Modern Nursing

Modern nursing is being reshaped by higher patient acuity, staffing gaps and the shift to care across more settings. That reality can intensify cognitive load and documentation burden, two factors that contribute to burnout. The future of modern nursing is about improving the day-to-day experience for nurses by removing friction, reducing repetitive work and making it easier to find, act on and share the right information at the right time.

CDW Healthcare helps organizations modernize nursing workflows with technology that gives nurses time back and supports safer, more connected care. That includes streamlined documentation support, virtual support models that extend expertise beyond the bedside, real-time data access across the care continuum, and smart alerts and escalation that help teams prioritize who needs attention now.

When these capabilities are designed around clinical workflows and supported by resilient connectivity and security foundations, nurses spend less time navigating systems and more time focused on patients.

#### Solutions and Services

- Documentation support and workflow automation to reduce administrative burden
- Virtual nursing and virtual support models for coaching, escalation and coverage beyond the bedside
- Smart alerts and escalation to improve prioritization and reduce alarm fatigue
- Command-center enablement for operational visibility, triage and coordination
- Design, integration and implementation to connect tools with existing clinical workflows and platforms
- Virtual care program planning and deployment support, including change management for clinical adoption
- Ongoing optimization and managed support to sustain performance and reduce operational strain on internal teams





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## Future of Care

### Clinical Command Centers

Clinical command centers bring together clinical and operational signals into one coordinated view so leaders can manage care in real time. By centralizing visibility across units, facilities and care settings, command centers help teams prioritize interventions, coordinate resources and manage capacity with fewer blind spots. CDW supports clinical command center strategies that unify data from sources like EHR systems, wearables and other endpoints into a single interface, then applies analytics and workflow optimization to improve visibility and efficiency.

CDW also helps healthcare organizations prove what works before scaling. The HonorHealth/CDW Transformation Center, opened in late 2024, was created to test solutions to healthcare challenges in a controlled, simulated environment, accelerating clinical command center technologies and solutions. That model supports pilots, integrations and innovative monitoring approaches so organizations can validate outcomes, reduce risk and move faster from concept to deployment.

#### Clinical Command Center Solutions

- Enterprise dashboards that combine clinical and operational metrics for centralized oversight
- Integrations that connect EHR data, device data and monitoring streams into a unified view
- Decision support and prioritization to highlight who needs attention now and where bottlenecks are forming
- Virtual care coordination workflows to support escalation, handoffs and cross-team communication
- Pilots and simulation-based validation through transformation centers to de-risk adoption and speed scaling





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### Post-Acute and Long-Term Care

Future care models must extend beyond acute settings into skilled nursing, assisted living, memory care, home health and hospice. Technology needs to follow the resident and care team across that continuum so transitions are smoother, information is current and care remains coordinated.

#### Post-Acute and Long-Term Care Technology Focus Areas

**IoT and smart-home capabilities:** Voice-activated systems, AI-enabled monitoring and smart locks that promote independent living and improve safety

**Resident and staff communication:** Digital portals and voice-first systems that improve care coordination and engagement

**AR/VR:** Tools for cognitive stimulation and social engagement plus innovative caregiver training to better understand resident needs

**EMR-integrated technology:** Bedside data capture that keeps information current for more accurate, coordinated care

**Remote patient monitoring and telehealth:** Continuous monitoring and virtual visits that support timely interventions and better continuity of care

**Mobile solutions:** Smartphones and tablets that support communication and documentation on the go to improve workflow efficiency

#### CUSTOMER SUCCESS STORY

### A Smart Decision for Smart Senior Homes

A retirement facility wanted to gain an edge in the senior living space by creating “smart homes” for their new location. CDW Healthcare helped the facility implement a smart hub, along with integrated smart doorbells, thermostats, temperature sensors and dimmer switches, plus a Wi-Fi 3-pack in each home. A successful initial pilot soon expanded to 13 more villas. As one of the first senior facilities to implement smart homes, this organization now plans to implement additional smart homes in other communities.





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Rural and Community Care

Post-Acute and Senior Care

## Specialized Care

### Rural and Community Care

Rural hospitals and care centers are facing mounting pressure as patient expectations shift and the economic outlook remains unpredictable. Organizations need cost-effective technology that helps them serve more patients, extend care beyond facility walls and keep expanded networks secure. CDW Healthcare brings experience serving more than 15,000 healthcare providers and helps rural organizations optimize IT investments to scale care quality within cost and labor constraints.

#### Where Advanced Technology Can Help



**AI-driven workforce support:** Reduce workload by drafting visit notes in real time, automating prior authorizations and supporting billing and diagnostics



**Virtual hospital infrastructure:** Enable tele-mentorship, remote vital monitoring, fetal monitoring and prenatal visits to reduce travel burden



**Cybersecurity and unified interoperability:** Modernize security with cloud-based protection that does not require a large onsite IT department



**Logistics and physical automation:** Use mobile health units with point-of-care testing and satellite internet, plus automated drug dispensing to reduce onsite staffing needs

#### Cost Containment Support

CDW Healthcare helps rural organizations keep costs in line through assessments, audits and lifecycle asset management that optimize current environments and reduce maintenance costs. We also support cost-plus agreements and bulk discounts, flexible financing and public sector funding strategists who can help identify grants and other federal funding sources.

#### Managed IT Services

If organizations lack the resources to keep environments continuously compliant and securely managed, CDW Managed Services offers round-the-clock accountability and multiple delivery models with more than 1,000 certified experts.

#### Flexible Staffing Solutions

To help fill gaps in IT departments — or scale up and down with demand — CDW offers block retainers, ad hoc SOWs and other flexible staffing solutions, plus workforce development solutions that help employees develop new skills.

**35%**

of hospitals in the U.S. are in rural communities,<sup>6</sup> and millions of Americans depend on them for their major medical needs.

Unfortunately, rural hospitals are under severe strain, with

**33%**

at risk of closing due to serious financial problems.<sup>7</sup>

#### CUSTOMER SUCCESS STORY

### Reducing Turnover With a Comprehensive Help Desk Replacement Solution

A Colorado hospital needed a better help desk model to improve ticketing, decrease response times and reduce the level of oversight required from internal teams. CDW partnered with Mechdyne to deliver a comprehensive help desk replacement solution, combining help desk systems support with staff augmentation. The engagement improved the day-to-day experience for help desk team members while delivering cost-driven outcomes across hiring, training and retention, including reduced staff turnover.



Healthcare

Expertise and Innovation

Foundations of Care

Optimizing Care

Future of Care

Specialized Care

Make amazing happen.

Rural and Community Care

Post-Acute and Senior Care

## Specialized Care

### Post-Acute and Senior Care

As populations age and the industry faces clinician shortages, post-acute and senior care providers are being asked to deliver excellent experiences for residents, patients and staff while controlling costs and protecting people, data and resources. CDW Healthcare helps create a connected senior care environment that improves day-to-day operations, supports safety and enables care teams with technology that fits real-world workflows.

#### Areas of Expertise

CDW Healthcare supports care models across the senior care continuum with solutions tailored to your environment and the needs of your residents and teams.

- **Senior living communities:** Smart and connected environments that support convenience, comfort and independence with secure connectivity to keep residents and staff connected
- **Skilled nursing:** EMR-integrated technology for real-time data capture, nurse call enhancements, remote patient monitoring, telehealth and mobile solutions that improve coordination and streamline staff workflows
- **Care at home:** Technology that supports non-clinical home care and clinical home health services, helping caregivers stay connected while improving outcomes for patients

#### Helping Teams Reduce Burden

To help fill gaps and get more from current resources, CDW Healthcare offers virtual care assessments, remote monitoring, workflow automation and data analytics that can help organizations proactively address potential shortages and improve operational efficiency.

#### Foundations of Care: Building a Resilient Core

A well-tuned, secure and scalable infrastructure is essential for senior care environments where uptime, privacy and performance directly affect the resident experience. CDW Healthcare helps you strengthen the core capabilities needed to support modern care technology, including data center strategy, IT operations and security.

#### Optimizing Care

With a strong foundation in place, senior care organizations can improve daily workflows and enhance outcomes through connected, actionable insights. For example, virtual care solutions like Care Daily can serve as an AI-powered hub that integrates data from a wide range of devices and technologies to help staff proactively address issues as they arise, reducing workload and improving resident experiences.

#### Thrive Innovation Center

CDW's partnership with the Thrive Center gives healthcare organizations unparalleled access to the latest senior care technologies and practices.

The Thrive Center is a nonprofit 501(c)(3) technology innovation and educational facility designed to enhance quality of life for those aged 50+. This 7,400-square-foot space in Louisville, Kentucky showcases cutting-edge tools that can be adopted across the continuum of senior care. Educational programs enhance elder wellness for the entire community.



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Healthcare is entering a new era where technology helps deliver more connected, patient-centered care and a smarter, healthier future.

**Amazing happens when technology supports better experiences for patients, clinicians and the communities you serve.**

When you're ready to innovate, contact your CDW Healthcare account manager or visit [CDW.com/healthcare](https://www.cdw.com/healthcare).

Sources:

<sup>1</sup> Verizon, "2025 Data Breach Investigations Report, Healthcare Snapshot," 2025

<sup>2</sup> HIMSS, Market Insights, January 2025

<sup>3</sup> WHO, "Mid Term Results Report 2024-2025"

<sup>4</sup> Teladoc Health, "Telehealth benchmark survey results," 2024

<sup>5</sup> Forrester, Q2 AI Pulse Survey 2024

<sup>6</sup> American Hospital Association, "Fast Facts on U.S. Hospitals 2026"

<sup>7</sup> CHQPR, "Rural Hospitals at Risk of Closing," January 2026

