



Healthcare

Expertise and Innovation

Foundations of Care

Optimizing Care

Future of Care

Specialized Care

Make amazing happen.

Expert support for every stage of the journey

Amazing happens when care meets you where you are.



CDW Healthcare

Enhancing Experiences and Improving Outcomes

Recent innovations in healthcare technology — such as telemedicine, AI, predictive analytics, mHealth and wearable technology — are helping create a more patient-centric, efficient, effective healthcare ecosystem.

This dynamic new environment also challenges healthcare CIOs to simplify their IT ecosystems, protect their care teams against burnout and maximize the return on their IT investments.

CDW Healthcare offers you the advanced IT solutions and essential services you need to meet these challenges, unlock new opportunities to enhance the healthcare experience, and improve patient outcomes.

Expertise and innovation

Healthcare Experts at Your Side

For more than 30 years, CDW Healthcare has been a trusted partner to more than 15,000 healthcare organizations, including:

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

Our healthcare strategists average 20+ years of experience as former technology leaders in integrated delivery networks, hospitals, senior care and provider services organizations. Our account teams and solution architects also bring you deep industry expertise from their careers on the care provider side, so they understand your unique environment and apply real-world solutions to your toughest IT challenges.

**A Deep Bench
of Expertise**

300+

Dedicated Healthcare
Client Executives

100+

Dedicated Healthcare
Solution Architects

20+

Healthcare Industry
Strategists



CDW Healthcare Transformation Centers and Strategists

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.

HONORHEALTH

HonorHealth Transformation Center | Phoenix, Arizona

The forthcoming HonorHealth Transformation Center will accelerate clinical command center technologies and solutions.



Intermountain Health Transformation Center | Murray, Utah

A prescriptive environment that tests and validates clinical technologies to improve patient care, catalyze innovation and bolster organizational efficiencies.



MemorialCare Technology & Training Center | Orange County, California

A facility focused on improving patient care and clinical workflows while visualizing the next generation of care spaces.



St. Luke's Health System | Boise, Idaho

A not-for-profit health system dedicated to providing high-quality care for everyone in the communities it serves through improved access, lower costs 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+.

At these transformation centers, healthcare providers work with healthcare strategists — seasoned, multi-disciplinary experts who translate innovations into actionable healthcare strategies. CDW Healthcare ensures that those solutions are both cutting-edge and practically aligned with the organization's objectives.

Our healthcare transformation centers and healthcare strategists give you the tools and insight you need to make your highest vision of healthcare's future a reality.

The 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.

Cybersecurity

Visibility, Mitigation and Response

Healthcare CIOs know that experiencing a cyberattack is no longer an “if” question. It's a “when” question. 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

700 data breaches

133 million health records exposed

2023 set new records for reported healthcare data breaches.¹

40k+ cybersecurity solutions delivered

500+ cybersecurity professionals

CDW is the largest security solution integrator in North America.



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Cybersecurity

Data Center Strategy

IT Operations

The Foundations of Care



Data Center Strategy

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 expanse analysis
- Cost containment assessments
- Remote asset tracking

IT Operations

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, near shoring, 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

\$358B

Growing 31% annually, the global hyperconverged infrastructure market will be valued at over \$358 billion by 2035.²

Customer Success Story



University healthcare system gets more efficient and sustainable

A nonprofit healthcare system wanted to upgrade their power and cooling (P&C) fleet to more sustainable lithium-ion batteries and also needed assistance replacing old and aging hardware. Overall, they hoped to become more proactive in predicting the performance of their P&C fleet. CDW spearheaded rip, replace and recycle services, installed lithium battery-powered solutions and implemented more predictive P&C analytics. The hospital will be repeating this solution at more than six new locations.



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Data and Analytics

Application Optimization

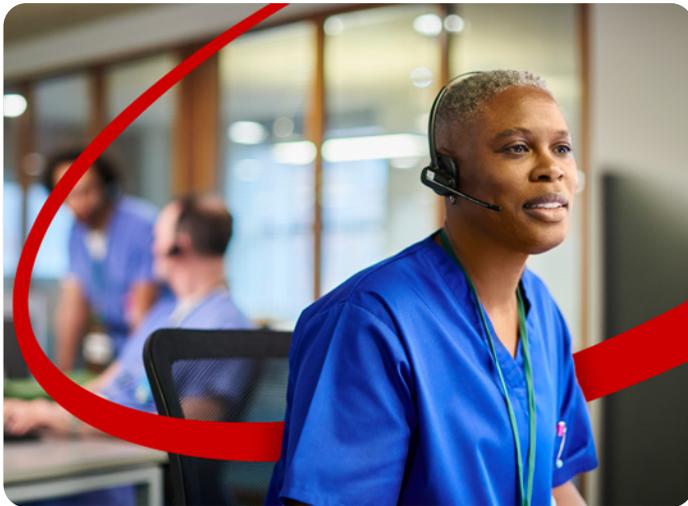
Connected Care

Optimizing Care

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 analytics to applications to virtual care, 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 Analytics

For today's healthcare organization, 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

Application Optimization

Unified clinical communications and clinical mobility are essential in today's healthcare environment, ensuring care teams always have the right patient information when they need it for the most effective care.

CDW Healthcare provides optimized solutions that enable greater care team collaboration and improved patient satisfaction, potentially raising HCAHPS scores that impact Medicare and Medicaid payments.

- Clinical mobility workshops
- Unified clinical communications
- Digital signage
- Patient engagement
- Contact center AI

Customer Success Story



California hospital deploys the entire Microsoft 365 Suite

This hospital needed to deploy the entire Microsoft 365 suite with data security as their top priority. They also wanted to deploy modern productivity and collaboration tools and consolidate their IT environment. CDW security and productivity engineers gave leadership a cost-effective, secure deployment roadmap for Microsoft 365 — including its collaboration and productivity tools — with specific IT design documents outlining the deployment of workloads over time.



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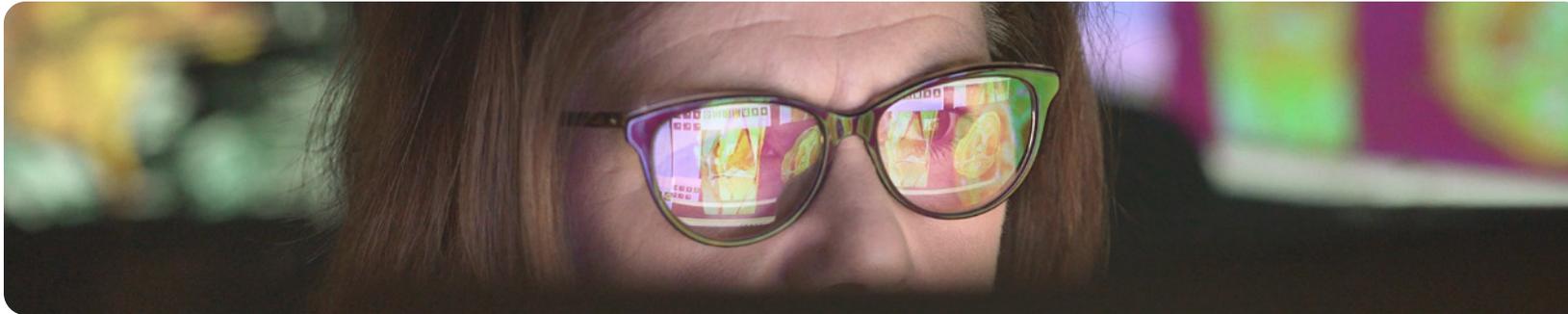
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Data and Analytics

Application Optimization

Connected Care

Optimizing Care



Connected 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

Virtual Care Workshop

CDW Healthcare's Virtual Care Workshop can help you build, refine or expand your virtual care strategy. The workshop engages key internal and external stakeholders to identify obstacles, opportunities and outcomes. Then CDW works with our partners to create a roadmap to execute your vision for virtual care that meets the current needs of your clinicians and patients while laying the foundation for the future.

By 2026, there will be an estimated **shortage of 3.2 million healthcare workers.**³

Vast majority of hospitals using telemedicine

94.6 % of American hospitals surveyed use telemedicine, often to combat staffing shortage issues.⁴

Customer Success Story

Major mobility upgrade for a Florida health system

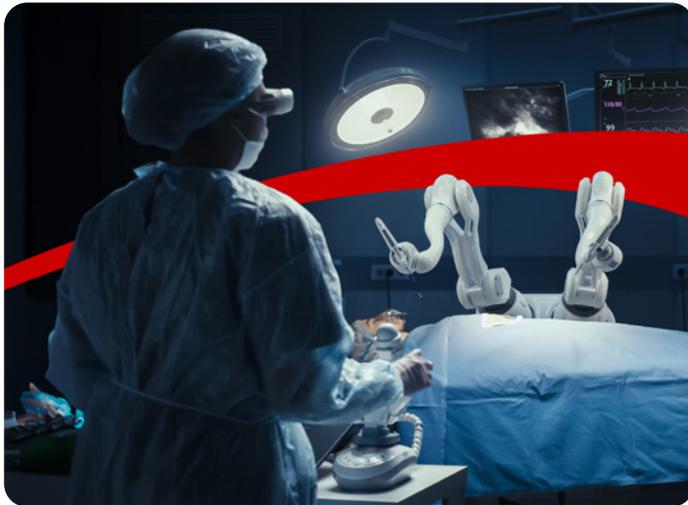
A provider's staff needed new mobile phones to improve their connections, sound quality and response times. CDW's **comprehensive mobility solution** included VMware Workspace ONE, Imprivata Ground Control, Mobile Heartbeat, JAMF, Apple iPhone 12s and EPIC Rover. CDW also held an onsite device fair to 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 Future of Care

Strengthening the IT foundation and optimizing current technologies enhances the healthcare experience and improves patient outcomes today. And the possibilities for tomorrow's healthcare ecosystem are even more exciting.

CDW's strategic services design forward-thinking solutions focused on creating future organizational efficiencies, improving care outcomes and elevating the satisfaction of clinicians and patients.

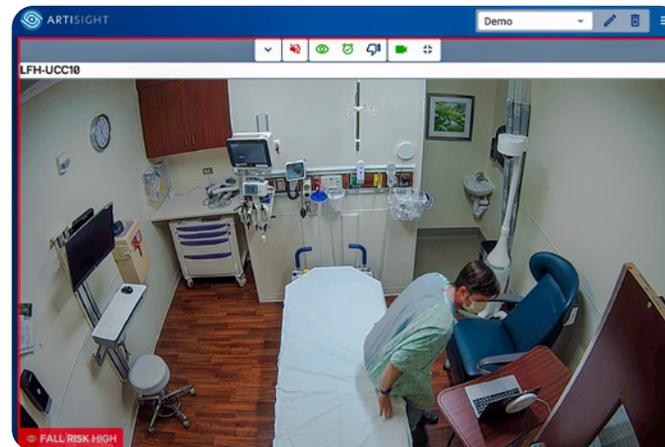


Patient Room 'Next'

In the near future, a "patient room" will be anywhere care is delivered — flexible clinical spaces with touchless efficiency that accommodate changing demand. The technology ecosystem will automate routine documentation and caregiver processes to help clinicians gather real-time insights, enabling a more satisfying, more interactive experience for both providers and patients.

Patient Room 'Next' is a CDW Healthcare strategy for helping organizations begin realizing the cultural, clinical, regulatory, data acquisition and analytics evolution that can make this vision of the future a reality. It includes:

- The "easy" button
- Real-time data knowledge
- Automated documentation
- Touchless technology
- Flexible spaces



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.

Rural and Community Care

As populations shift and patient expectations change, rural hospitals and care centers are experiencing new and extraordinary IT demands. Meanwhile, the economic outlook remains unpredictable. Organizations need cost-effective solutions that help them serve more patients and keep expanded networks secure.

With experience serving more than 15,000 healthcare providers, CDW Healthcare can help rural hospitals optimize their IT investments to quickly and securely scale the quality of care they offer within cost and labor restraints.

Virtual care can help rural providers deliver care more efficiently and confidently. CDW's cost-sensitive services deliver secure, meaningful experiences for clinicians, caregivers and patients while optimizing costs and access for the community.



Delivering Cost Containment

CDW Healthcare offers several services that help rural healthcare organizations keep costs in line. Our assessments, audits and lifecycle asset management help providers optimize their current environment, reducing maintenance costs and improving overall performance of their telecom, hardware and software assets.

Enhanced customer programs help organizations save money by leveraging their CDW purchasing power and negotiating cost-plus agreements and bulk discounts. Flexible financing can enhance cash flow management and flexibility. And CDW's public sector funding strategists can help healthcare organizations identify grants and other federal funding sources to help finance their IT investments.

CDW can also help providers reduce their overall IT costs with value-added services such as installation, training, and ongoing maintenance and support:

- Value-added services
- Enhanced customer programs
- Grants and federal funding
- Financing solutions
- Telecom expense management (TEM)
- Data center optimization
- IT asset management
- Maintenance/warranty extension

Customer Success Story



Migration transforms a provider's environment — and bottom line

A rural healthcare provider with multiple facilities had a digital environment combining product lines from two vendors, causing an overlap in security dollars and an unnecessary strain on their IT budget. **CDW took over network security hardware and software initiatives** for the customer and created a refresh plan that, using CDW badged engineering, fast-tracked migration to Palo Alto solutions at each location across the country.

CDW also secured financing that let the healthcare provider distribute the costs over three years. Ultimately, **they were able to achieve significant cost savings while also improving agility and efficiency.**

Rural and Community Care



Addressing Staffing Shortages

With limited IT staffs and resources, many rural healthcare organizations need help filling gaps in their IT departments and getting the most from their current staff.

Our flexible staffing solutions — such as block retainers and ad hoc SOWs — help providers meet their staffing needs without incurring the cost of full-time employees. And our workforce development solutions help encourage employees to develop new skills with IT training opportunities, improving retention.

- Flexible staffing solutions
- Workforce development
- Managed services
- Security and infrastructure assessments
- Work-from-home assessments
- Virtual care assessments

Bringing Industry Expertise

Rural healthcare organizations are frequently challenged to prioritize their IT investments to reduce budgetary risk.

CDW's industry experience can help. Many of our strategists come directly from independent hospitals, so they've seen the challenges firsthand. Our experienced solution architects are solely focused on supporting healthcare providers. And we offer advisory services, incident response retainers, table-topping and compliance-related services to reduce an organization's risk, give time back to IT staff and help ensure a focus on outcomes.

We also offer a wide range of professional services to help providers implement and manage IT solutions:

- Healthcare strategist team
- Experienced and dedicated solution architects
- Advisory services (HIPAA, etc.)
- Professional services
- Technical training
- Cloud services
- Security services



Customer Success Story



CDW helps find the right talent for a key position

A top healthcare provider needed **support implementing a multicloud management system to mitigate risks** by dynamically brokering secure access to secrets, data, services and critical business systems. Lacking internal expertise, they needed to hire a resource to develop and recommend best practices for native cloud key management and product ownership.

After scoping calls with the customer to understand the staffing need, **the CDW Healthcare Technical Services team identified a candidate** with the specific expertise required to help meet the specific needs of their growing organization.

Post-Acute and Senior Care

As populations age and the industry faces clinician shortages, technology plays a more critical role than ever. Post-acute, assisted living and skilled nursing facilities, along with other senior care providers, need to deliver excellent experiences for patients, residents and staff — all while controlling costs and securing people, data and resources.

CDW Healthcare gives you the secure solutions and deep expertise to maintain high-level patient experiences, reduce staff stress and turnover, and keep costs in line.



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.



Improving Staff Efficiency

To help post-acute and senior care organizations fill gaps in their staff and get the most from current resources, CDW Healthcare offers solutions for IT and beyond.

A virtual care assessment evaluates platforms that enable virtual consultations and monitoring, reducing the need for constant onsite staff presence. Remote monitoring uses wearable devices and/or sensors to monitor the health metrics of patients or residents, enabling timely interventions and reducing the need for constant in-person supervision.

Workflow automation automates routine tasks, letting staff focus on higher-value responsibilities and improving overall operational efficiency. And leveraging data analytics to predict staffing needs based on patient trends and acuity levels can help organizations proactively address potential shortages.

- Flexible staffing solutions
- Workforce development
- Managed services
- Virtual care assessments and solutions
- Telehealth platform options
- Work-from-home assessments
- Statements of work

Post-Acute and Senior Care



Technology and Innovation for Residents

As seniors continue to use and explore technology, they will have the expectation of moving into a plug-and-play senior care environment with enhanced convenience and comfort.

CDW smart home technologies and automation empower residents and patients to control aspects of their living environment — such as lighting, temperature and security — though voice commands. These technologies not only promote independence; they also help optimize energy usage, leading to cost savings and environmental sustainability.

With such technology, security is paramount. CDW can provide secure Wi-Fi networks, secure personal area networks and campuswide connectivity to help to ensure a safe living environment.

- Smart home technology/ automation
- Voice and video calling
- Two-way communication with staff
- Campuswide secure Wi-Fi
- Thrive Center
- Falls assessment and prevention
- Virtual care

Keeping Costs in Line

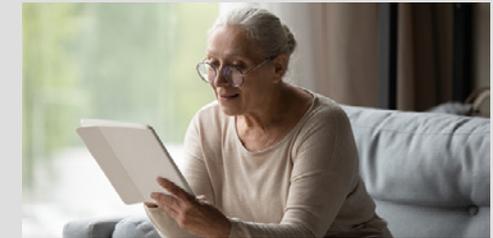
Because cost containment is critical for post-acute and senior care organizations, CDW Healthcare offers several services that can help keep costs in line.

CDW can help providers reduce their overall IT costs with data analytics that assess usage patterns and performance metrics to guide strategic decisions on where to allocate resources most effectively. And regular infrastructure assessments can ensure network capabilities, server efficiency, and hardware alignment with current and future needs to identify areas for potential cost savings.

Enhanced customer programs help organizations leverage their CDW purchasing power, while flexible financing can enhance cash flow management and flexibility. And CDW's public sector funding strategists can help healthcare organizations identify grants and other federal funding sources to help finance their IT investments.

- Financing solutions
- Maintenance and warranty extensions
- Value-added services
- Data analytics
- Expense management — linens, telecom, managed services, waste management
- Federal funding
- IT asset management
- Security and infrastructure assessments

Customer Success Story



Improved solutions give senior care users wider access

A senior living organization needed a solution to **improve security and streamline device management** so they wouldn't have to limit the number of users approved to access specific applications and websites. CDW implemented ChromeOS Enterprise licenses that gave the organization access to Google Admin Console, which improved their manageability, security and overall user experience.

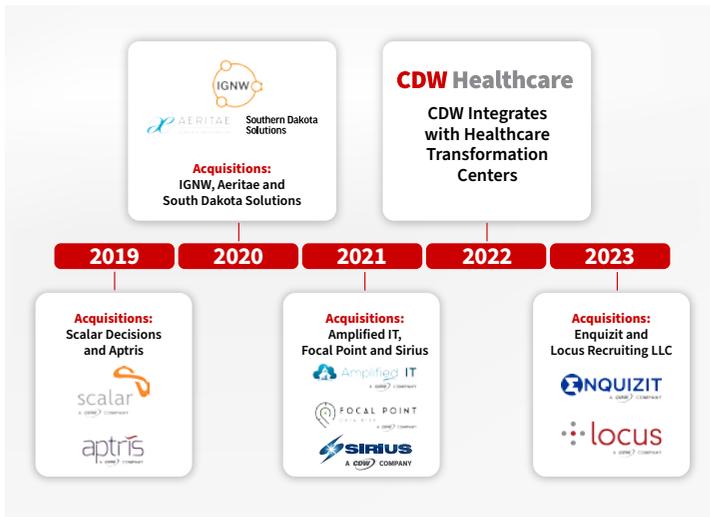
The initial rollout of 200 licenses was such a success that **the organization soon scaled up to 800 devices and licenses.**

Make amazing happen.

Partner with the Global Leader in Healthcare IT Solutions

6,500 healthcare organizations trust CDW as their technology partner, and that number grows every year.

CDW Healthcare continually grows the scope and range of our expertise and technology solutions to meet the demands of our ever-evolving industry.



Plus, we maintain ongoing relationships with the top industry analysts, associations and research firms. These affiliations help us stay abreast of the latest expert viewpoints in the industry, share our perspectives as subject matter experts and participate in industry thought leadership opportunities.



CDW Ratings and Certifications

B&B 5A1:
Highest credit rating

ISO Certified:
27001 (Information Security),
9001 (Quality),
28000 (Secure Supply Chain)
and 14001 (Environmental)

- Sources:
- 1 The HIPAA Journal
 - 2 Research Nester
 - 3 AHA
 - 4 Becker's Health IT

Amazing happens when technology empowers you to put patients first.

Let us help you unlock new opportunities to enhance the healthcare experience and improve patient outcomes. Contact your CDW Healthcare account manager or visit [CDWG.com/healthcare](https://www.cdw.com/healthcare).

