WE GET NONPROFITS.

For technology that amplifies your mission, you need
IT Orchestration by CDW®.

CDW PEOPLE WHO GET IT®

Strengthen Your Nonprofit Technology Foundation

Nonprofit organizations seeking to maximize their impact in today's do-more-with-less environment grapple with a host of challenges including the need to fundraise more effectively, strengthen supporter and member engagement, protect sensitive donor data, improve agility, manage costs and enhance accountability.

CDW Nonprofit offers the technology solutions and support you need to better target and attract donors, make it easy and efficient to fundraise, streamline budgeting and reporting, boost data security, and improve workforce productivity, collaboration and communication. We can advise you how to select the best partners, solutions and services to help you drive results that advance your mission.

CDW.com/nonprofit | 800.800.4239

NONPROFITS

CDW APPROACH

CDW SERVICES

INFRASTRUCTURE

CLOUD

SECURITY

COLLABORATION

DATA INSIGHTS

EXPERTISE & PARTNERS

CDW Approach

In 2022, CDW Nonprofit is celebrating 15 years of having long-term relationships with our nonprofit customers and a dedicated team to help organizations advance their missions. We have the experience and expertise to help you identify and implement the secure, reliable and flexible solutions you need to address multiple priorities – while also making the most of the resources you have available. We're dedicated to helping you accelerate time to value for your solutions and leveraging technology to increase your capacity.

We hold long-term relationships with top partners, with whom we consistently work to secure nonprofit-only discounts to help you save money. In addition, we offer a broad range of assessments to ensure your technology solutions are the right fit for your needs and your budget.

Customer Spotlight

15 Years and Going Strong

A national nonprofit has been dedicated to heart issues for more than 90 years. CDW has partnered with them to achieve their technology goals for more than 15 of those years.

We began working with them to improve their server environment and streamline costs. Over the years, the relationship has expanded to include managing their data center, servers, VMware environment, and Cisco environment.

They've also taken advantage of several CDW services, including those around Microsoft and IT implementations. And, most recently, we helped them improve their laptop environment and adopt a collaboration and videoconferencing platform in response to pandemic work shifts.

The nonprofit has come to appreciate CDW's ability to develop creative IT solutions and our unique understanding of the industry, and they actively solicit advice and suggestions from their CDW account team, who by now they view as truly part of their own team.

CDW Services

We understand you need more than technology – you need a partner who can guide you in developing forward-thinking strategies. Your dedicated CDW account team works closely with you to offer services to ensure your technology's performance and investment continues to add value well into the future.

Core services
CDW offers a full lifecycle of services:

Design

Based on a breadth of tools and data, and years of experience, we assess your specific needs and make expert recommendations that enable you to capitalize on new digital opportunities.

Orchestrate

Our experts configure and deploy solutions to help you implement the right technology and ensure it works from day one.

Manage

24/7/365 support and technology management can save you time and money by augmenting the bandwidth of your internal IT team.

CDW Amplified™ Services
We also provide CDW Amplified Services in several key areas:

Infrastructure – Get the expertise, tools and resources to scale and future-proof your data center architecture. Leveraging the experience of 300+ certified engineers, we help you upgrade your existing architecture and prepare for what's to come, whether you're on-premises, migrating to the cloud or already there. Or whether you're on public, private or hybrid cloud.

Workspace – Our design and planning workshops help you create a unified communications and collaboration platform that's scalable and intuitive. We help you optimize communication, productivity, responsiveness and workflow efficiencies, and can remotely support and automate your communication platforms to ensure constant connectivity.

Security – Receive independent evaluations of your security posture to help fortify weaknesses. CDW Amplified™ Security consultants leverage a portfolio of services to identify and assess IT network security risks, increase threat visibility and prepare your organization for an evolving threat and cybersecurity landscape.

Support – From service desk to tech support, contract resources to monitoring, CDW Amplified™ Support services deliver custom warranty and maintenance services that augment your IT staff.

Data – CDW can help you gain actionable insights that give you a competitive advantage. Design, build and deploy modern data analytics and AI/ML solutions for storing, transforming, discovering and operationalizing your data.

Development – CDW Amplified™ Development Services can modernize your applications, streamline delivery through DevOps, and write custom, cutting-edge apps that drive your operations forward with greater speed, accuracy and confidence.

Customer Spotlight
Data Transformation

CHALLENGE: A Floridaa-based nonprofit specializing in on-the-job-training and employment placement faced data challenges related to seven business functions housing data in siloed systems. This inconsistent data access slowed down job-related activities for 1,000+ employees at more than 20 locations. In addition, monthly charges and colocation fees piled up.

SOLUTION: CDW worked with the nonprofit's IT teams to determine the CRM with the best mix of services for their needs, and chose a solution compatible with their Amazon Web Services (AWS) platform. This CRM could then be integrated with an advanced analytics platform — also hosted in AWS — to improve operations.

OUTCOME: Following implementation, the nonprofit achieved one cloud-based solution that all operational functions could access at any location or on any mobile field device, for a fraction of the cost of their original environment.
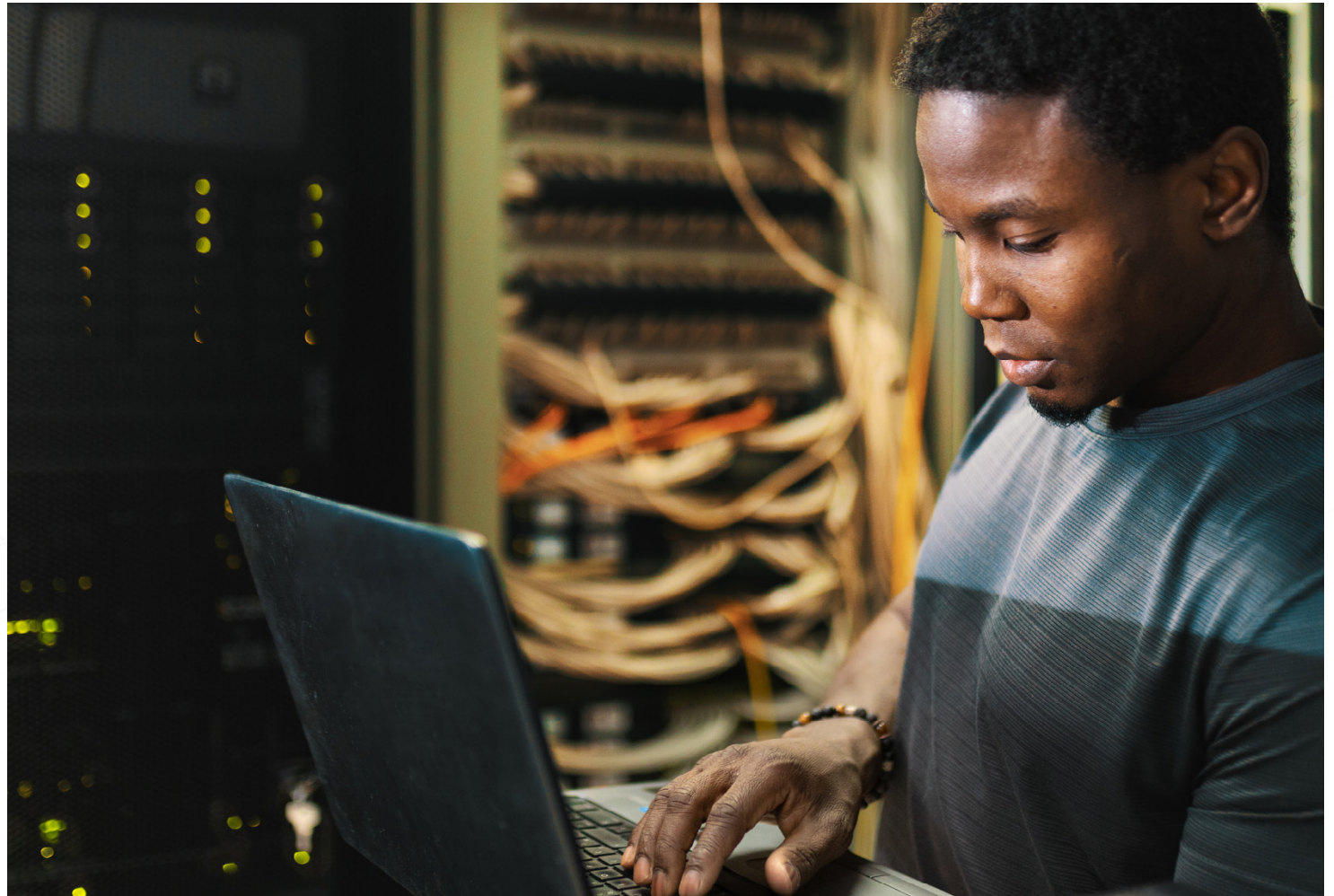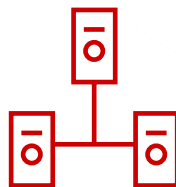
Infrastructure

Nonprofits need an infrastructure that can support growing demand and evolving donor needs. CDW can help you refine and future-proof your data center through an up-to-date hyperconverged infrastructure that combines computing power, networking, storage and virtualization capacity into a single, on-premises solution, and a software-defined data center (SDDC) that enables you to virtualize all networking components and cloud.

Data center optimization. High-performance computing is essential for turning massive amounts of raw data into actionable insights, supporting the business intelligence and data analytics key to more strategic decisions and defense mechanisms.

Data storage. Data is growing at an unprecedented rate. You really need a cohesive and efficient solution that's prepared for the data yet to come, prevents the problems associated with a congested storage landscape, and strengthens your disaster recovery capabilities.

Network optimization. By implementing next-generation networking that improves bandwidth, security and efficiency, you can ensure you don't hamper productivity or limit adoption of new applications.

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Cloud

Migrating your IT resources to the cloud can help boost productivity, flexibility and efficiency. But moving to the cloud, or becoming a multicloud environment, can be a complex. The CDW Nonprofit team can help you:

- **Define your cloud goals.** Do you want to reduce costs? Minimize on-premises infrastructure? Deploy a Software as a Subscription model?

- **Assess your environment.** We continuously reevaluate your environment to make sure it meets your changing needs.

- **Design a cloud strategy.** We help determine whether a public, private or hybrid environment best meets your needs.

- **Create a secure migration strategy.** We safely transition your IT assets and data to the virtual environment.

- **Manage and monitor your cloud infrastructure.** Cloud investments can reduce hands-on management for your IT staff, but they still need to be monitored.

- **Make every dollar count.** We keep upfront and operational costs low by leveraging partner discounts.

- **CDW Amplified™ Hybrid Cloud.** CDW Amplified™ Infrastructure Services help you design and augment your cloud capabilities, build custom cloud applications and bolster security for your new platform.

INFRASTRUCTURE AS A SERVICE (IAAS).
Through a pool of virtual machines hosted offsite, IaaS gives you the ability to match servers, storage and networking to your unique needs.

SOFTWARE AS A SERVICE (SAAS).
SaaS solutions host and deliver applications via the cloud. This allows staff, donors, members and visitors to conveniently access your apps anywhere, anytime through a browser or mobile app.

DEVOPS.
We leverage the Continuous Delivery model for delivering working software continuously throughout the project lifecycle. This enables promotion of builds to a test environment.

Public Cloud Expertise

CDW is unmatched in the depth and breadth of experience with the top three public cloud providers: AWS, Azure and Google Cloud Platform. We also have more than 30 years of experience with all critical data center technologies.

aws | Microsoft | Google Cloud

A Full-Stack Hybrid IT Partner

With years of experience delivering IT hardware, software, services and cloud to 250,000+ customers, and 5,000 nonprofits specifically, we're perfectly positioned to get you where you need to be in the cloud and in your data center. We're the one stop for your IT strategy, hardware, software, services and cloud in order to run your organization.

Security

You need to protect your data and earn the trust of donors skittish about sharing information online, address any vulnerabilities in your networks and endpoints, maintain compliance with regulations, and ensure physical security. CDW can help.

- **End-to-end security.** Understand which people and devices are accessing your network and are presenting a physical threat. Next-generation firewalls and unified threat management, IDS/IPS, security information and event management, email and web security, advanced malware protection, video surveillance and network access control and authentication make sure your infrastructure and your physical location is lock tight.

- **Risk and security assessments.** CDW Nonprofit experts can assess your risk management strategy and conduct comprehensive security evaluations including our complimentary Threat Check. This network assessment actively monitors and detects malware, signs of external intrusions and other security vulnerabilities.

- **Endpoint security.** Today's robust tools take security to the next level, using artificial intelligence and machine learning to detect anomalous behavior on users' devices. Mobile devices and applications should also be updated, managed and monitored with enterprise mobility management tools.

- **Data loss prevention.** Combine encryption with tools that classify, monitor, report and restrict data from being printed, emailed or copied, as well as allow remote wipe capabilities, to minimize risk of data loss and help ensure compliance with organizational policies and government regulation.

- **Mobile security.** Enable employees to securely connect whenever and wherever they want with network access control, authentication, VPN architecture and mobile device management.

- **Physical security.** Take advantage of enhanced video surveillance to detect and deter potential threats, improve response for emergency management and dramatically reduce the time and labor required to investigate incident video footage.

- **PCI and GDPR compliance.** Ensure your organization's payment card transactions comply with PCI Data Security Standard (PCI DSS) guidelines to protect data and avoid the risk of fines, fees or other penalties. If your organization operates in or shares data in the European Union, you also need to comply with the General Data Protection Regulation (GDPR).

Collaboration

Unprecedented shifts in how and where we work have made strong collaboration solutions more important than ever for nonprofits.

Our team of experts will help you to design, orchestrate and manage the right collaboration strategy for your organization by leveraging a hybrid collaborative approach to help enhance your user experience, increase operational efficiencies, bolster agility and reduce costs.

HYBRID COLLABORATION WORKSHOP. Consists of three key pillars to help you enable and optimize work from anywhere:

- **Productivity:** Keep people connected and enable effective communication.
- **Workflow:** Support all work styles while maintaining the health and safety of users.
- **Insights and Automation:** Fill in and automate the gaps in your technology ecosystem.

HYBRID COLLABORATION ASSESSMENT. Partner with experts to better understand and define your collaboration strategy as it extends to calling, messaging, meeting and sharing.

CDW AMPLIFIED™ COLLABORATION. While various communication technologies have arrived to add new capabilities such as text, instant messaging, email and video, the foundation of voice telephony is still at the core of an effective collaboration solution. CDW's experts can help you navigate this complex area and design a telecommunications solution that fits your current and future telephony needs.

Contact Center

CDW's unified communications (UC) experts work with you to discover your contact center landscape, business requirements, operations and goals — and translate those learnings into the right solution. Our certified UC engineers have performed more than 4,000 UC implementations in the last 10 years. Our offerings include:

- Comprehensive contact center infrastructure
- Onsite analysis
- Engagement center deployment and upgrade services
- Professional services

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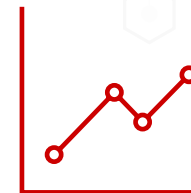
DATA INSIGHTS

EXPERTISE & PARTNERS

Data Insights

We understand that getting the maximum value out of your data and gaining actionable insights from that data is critical to achieving your organizational goals. Analytics and modern data solutions are key to unlocking that value and obtaining those insights. CDW can help you design, build and deploy modern data solutions for storing, transforming, discovering and operationalizing your data.

DONOR RELATIONSHIP MANAGEMENT SOFTWARE.
Easily create and manage your donor databases. Maintain robust digital profiles of donors, volunteers and supporters. Track engagement and retention metrics to support repeat giving.

REPORT & ANALYSIS SOFTWARE. From simple reporting to data visualization and predictive analytics, these tools help you turn insights into action and help in stakeholder reporting.

Expertise & Partners

Get Started on the Road to Success

We provide our comprehensive advice, customized planning and responsive support for every aspect of your IT infrastructure and operations.

In 2022, CDW Nonprofit is celebrating 15 years of helping organizations advance their missions with our comprehensive advice, customized planning and responsive support for every aspect of your IT infrastructure and operations.

CDW Nonprofit works with more than 5,000 nonprofit organizations, including:

- Associations
- Faith–based organizations
- Foundations
- Museums, cultural centers and cooperatives
- Social services agencies
- Relief organizations
- Research organizations

CDW's expertise includes:

40+ nonprofit account professionals

20+ nonprofit technology specialists

NetHope Corporate Alliance Program Partner

Partners

As a top partner for the industry's leading hardware and software providers, with a pulse on emerging technologies, we're able to offer a variety of solutions, services and nonprofit programming and pricing programs to meet your unique needs.

aws — Microsoft

blackbaud — okta

Classy — PURESTORAGE

Google — splunk>

hp — virtuous

Environmental, Social, Governance (ESG) Framework

ESG is an extension of our CDW Way values. Our framework is categorized into three focus areas under the unifying banner of IT Matters: Sustaining, Engaging and Inspiring. Our approach to disclosure is informed by leading global standards, including the Sustainability Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI) and includes sustaining a successful business and healthy planet, engaging our coworkers, communities and partners, and inspiring trust and confidence in all our stakeholders.

Diversity Supplier Program

CDW's deep experience, expertise and commitment to diversity excellence is critical to our ongoing success. We invest time building partnerships with our diverse suppliers and in working side by side with them to serve our customers.

To bolster fundraising, boost engagement and magnify your impact, contact your CDW account manager or visit **CDW.com/nonprofit**.