



SUPPORT & MAINTENANCE and CDW

**and YOUR I.T. INVESTMENTS
ARE PROTECTED.**

CHALLENGES · SOLUTIONS · OUTCOMES





COVER YOUR I.T. INVESTMENTS.

It's going to happen. Your equipment will fail. It will break – and your warranties may not cover it. Whether it's extending original manufacturer warranties or protecting your investments, CDW can build a custom maintenance plan for all your critical technology, so your organization stays up and running at a fraction of the cost.

CHALLENGES

Critical Support for Your Critical Technology

Manufacturers' original warranties only go so far. Also, a product failure or breakage with insufficient coverage can result in unplanned downtime and costly out-of-pocket expenses.

Notebooks and Client Computing

Notebooks last far longer than the one-year OEM support that they typically come with. In addition, manufacturers may restrict you to depot or carry-in repairs only, which can take weeks. A single service event on an out-of-warranty notebook, desktop or tablet can cost you time and money.

Servers and Data Center Equipment

Standard support for server and data center equipment only offers minimal coverage. When that warranty expires, typical repairs may cost up to \$150 per hour, plus parts. Add up the costs of a single service call (hourly rates, labor, parts, etc.), and it can exceed the cost of an extended service plan.



**Manufacturers
Charge
Up To \$150
Per Hour
For Out-of-
Warranty
Repairs**



SOLUTIONS

Coverage That Fits Your Unique Needs

CDW's Support and Maintenance Services don't just extend your original manufacturers' warranties. They let you custom-build a plan that covers all your technology products. We'll make sure your organization is always on and always available **by resolving issues quickly and affordably.**

Extended Support

CDW offers expanded support on nearly every product we sell. We upgrade the level of service on your manufacturers' warranties, providing you with service calls and speedy response, onsite vs. depot repair and expanded accidental breakage coverage.

Notebook support or warranty

- Expand the coverage of the manufacturer's support and guarantee repair times and costs
- Accidental damage protection to protect you in case of dropping, spills and more

Upgraded level of service

- Expanded support staff hours, so we are there when you need us
- Repairs done onsite, eliminating the need to bring your equipment to a depot
- Contracted and reliable response times

Coterminous support/maintenance agreements

- Support for multiple manufacturers' technology products
- Multiple SLA options in order to fit varying customer needs
- Budget your complete annual costs while maintaining the flexibility necessary to make changes as the need arises
- Combine the existing support plans for all your hardware; one common end date means no more lapse in coverage

Maintenance Contracts

The cost of maintaining older equipment can add up quickly. CDW offers custom maintenance contracts to help protect your organization and your technology.

Retainer contracts

- Get expert advice and support when you need it most by purchasing a designated block of time that guarantees you access to our experienced field service and support staff. They include systems engineers, network technicians, PC and printer repair technicians, and more.

Break/fix maintenance agreements

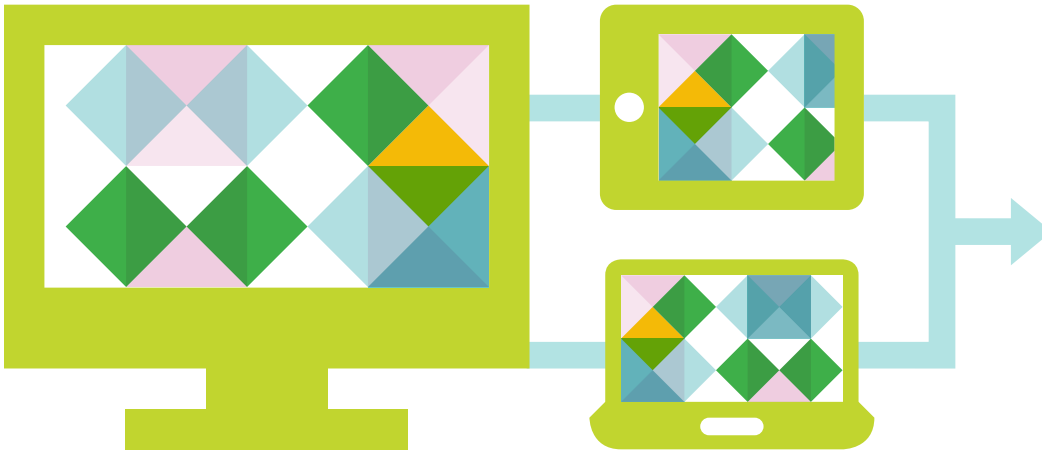
- We offer annual maintenance agreements and contracts that cover equipment repair or replacement, whether it's in or out of warranty. This blends IT equipment manufacturer products into a single contract and provides you with a single toll-free number to cover all vendors, products and service levels.



**Custom-Built
Support Plans**



**Fast Onsite
Repairs**



YOU and CDW

CDW's strong partnerships with the industry's leading manufacturers and our deep technology expertise give your organization the edge to meet any challenge. We offer both coterminal support contracts and retainer contracts supported by a network of more than 200 service partners.

And unlike most competitor support and maintenance services providers, CDW will create a custom agreement to cover your existing technology, not just new purchases — helping reduce risk for your organization.



**A Network of
200 Service
Partners
Nationwide**

THE CDW APPROACH

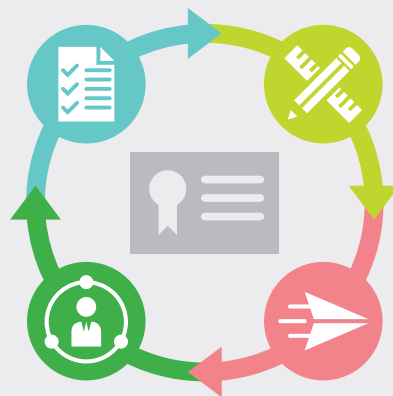
CDW Support and Maintenance Services give you personalized service, designed and delivered by our experts and backed by our exclusive industry partnerships.

ASSESS

We start by conducting an assessment of your existing systems to better understand them and to identify areas of opportunity for improvement.

MANAGE

Our full lifecycle management support gives you more time to innovate and focus on critical tasks.



DESIGN

Our expert solution architects and engineers work with you to identify the solutions to reach your organization's specific goals, aligning with your budgets and timelines.

DEPLOY

We can implement your new solution to help ensure successful integration.



**Experienced
Field Support
Staff**

**To learn more about your expanded coverage options
call your account manager at 800.800.4239 or visit
CDW.com/maintenance**



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