WE GET DEVICE LIFECYCLE MANAGEMENT GOES BEYOND THE TECHNOLOGY.

Modern Workspace Management Pillar 3: Manage

Today's IT teams must manage a diverse array of organization- and worker-owned devices and platforms, an increasingly complex challenge that diverts time and energy from important projects that drive strategic value.

Gain the additional resources you need to unify and simplify device and process management by partnering with CDW's Modern Workspace Management team. Through our thoughtful framework of services, we provide ongoing lifecycle management support to empower agile, secure workforces so you can focus on what matters most.

The Manage pillar of our Modern Workspace Management framework also addresses:

$ Cost   ★★★★★ Experience   🔒 Risk

Discover the Right Approach to Managing Your Devices

Services within the Manage pillar can help you build agile management strategies to drive seamless team collaboration and application delivery while monitoring end-user devices and mitigating risks.

Global Remote Service Desk:

- **Help Desk Level 1 support** includes phone, email, web and chat access to CDW's service desk agents 24/7, offering a cloud-based experience that can be integrated with your existing platform (such as ServiceNow, Cherwell or Ivanti). Agents resolve software-related issues and escalate to Level 2 support. Partner options are available from SmartSource, Mechdyne and other vendors.
- **Help Desk Level 2 support** enables a hands-off break/fix approach and cuts IT admin workloads.

Proactive Desktop Management:

- **Application management** keeps your applications secure and up to date.
- **Operating system update administration and patch implementation** enables strategic control of updates and patches to protect devices, minimize user interruptions and increase productivity.
- **Hardware health monitoring** empowers you to schedule maintenance, plan specific hardware failure service tickets and reduce downtime.
- **Hardware inventory asset management** lets you see what assets are available to deploy.

Support and Management:

- **Asset and configuration management** ensures end users receive fully configured devices via an automated and scalable process.
- **OEM warranty and support** provides technical resources to resolve complex OEM device issues.

CUSTOMER SUCCESS STORY

CHALLENGE:
With just two IT workers serving nearly 4,500 users, an electrical engineering and construction company faced massive IT service management and IT asset management issues that resulted in $1.7 million in software license noncompliance penalties. Avoiding further fees required resources the company simply didn't have.

SOLUTION:
Through a combination of ITSM and ITAM services from Mechdyne and CDW, the customer has gained expert support for ServiceNow engagements, asset resale and Level 1 help desk issues.

OUTCOME:
By securing invaluable help for its internal IT team, the company will be able to reduce missing assets and improve the management of decommissioned gear. Increased visibility into devices and software can also lead to significant cost savings, better risk management capabilities and an enhanced experience for both IT staff and users.

Learn how the Modern Workspace Management team can support your needs and goals by emailing MWM@CDW.com.

CDW **PEOPLE WHO GET IT**