FEDERAL GOVERNMENT

CDW·G APPROACH

CDW·G SERVICES

DOD/INTELLIGENCE COMMUNITY

CIVILIAN AGENCIES

CYBERSECURITY

IT MODERNIZATION

WORKFORCE ENABLEMENT

MISSION EFFECTIVENESS

EXPERTISE & PARTNERS

WE GET

GOVERNMENT NEEDS

A TRUSTWORTHY

CYBER ECOSYSTEM.

To strengthen national security, enhance citizen access to services and accelerate agility, you need IT Orchestration by CDW•G.

CDW·G PEOPLE WHO GET IT

New Urgency Spurs IT Modernization

A host of existing and emerging challenges – from foreign-state-perpetrated cyberattacks to demand for more responsive service to post-pandemic workforce realignment – underscore the need to escalate IT modernization efforts across the federal government.

President Biden's ambitious executive order on cybersecurity prioritizes better protecting data and systems, including implementing zero-trust security principles. IT modernization – fueled by a smart cloud strategy – is critical to ramping up cyberdefenses, supporting workforce enablement and boosting agency mission effectiveness.

CDW·G understands how evolving policies, nonstop threats and White House imperatives influence strategy and decision-making for government IT leaders. We leverage more than two decades of experience and expertise to help you assess and mitigate cyber risk, implement agile cloud strategy and infrastructure, and optimize digital transformation to achieve mission success.

CDWG.com/federal 800.808.4239

The CDW·G Approach

To ensure you can stay focused on your mission, CDW·G brings together the right people with the right security clearances, customized solutions and services to give you:

- A Trusted Integrator of NSA's Commercial Solutions for Classified (CSfC) program with the proven expertise to help you procure, deploy and manage any technology you need, from individual components to fully engineered solutions
- Access to 1,000+ brands and 100,000+ products, including FedRAMP–Authorized Cloud solutions
- A higher level supply chain security through our Cybersecurity Maturity Model Certification and ISO 28000 certification

At CDW·G, we support the full stack, simplifying your IT process and providing guidance every step of your digital transformation.

FULL STACK. FULL LIFECYCLE.

Desired Outcomes
- + 250,000 customers recognize CDW as their expert partner

Continuous Operations
- Managed Services NPS 60+
- Service Desk 6+ Languages
- 550+ Coworkers
- 6 Operations Centers
- 24/7 Coverage

Proven Quality
- 10,000+ Certifications
- Delivery to 157 Countries
- 6,000 Projects
- Professional Services NPS 70+
- 26 U.S. Cities, 10 International locations
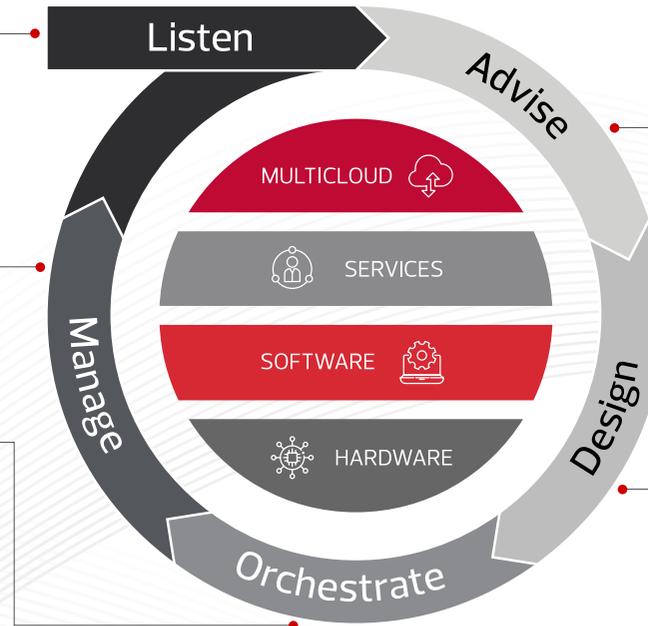
Trust at Scale
- 4,500 expert sellers
- 500 Field Sellers
- 900 Solution Architects
- 1,000 Consultants and Engineers
- 300 Software Engineers
- 1 Million+ Sq. Ft. distribution space
- 10,000 configurations per day

Unmatched Expertise
- 20+ Partner Early Field trials
- 1,200 Solutions Partners
- All industry verticals
- Full–stack hybrid cloud
- 50+ Partner Advisory boards

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CDW Services

We understand you need more than technology – you need a partner who can help you accelerate digital transformation initiatives to securely and efficiently serve and protect citizens. Your dedicated CDW·G account manager works closely with you to offer services to ensure your technology's performance and investment continue to meet your goals well into the future.

Core services
CDW·G 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.

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

Data – Make more data–driven powered by artificial intelligence (AI) and machine learning (ML) services. CDW·G 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.

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.

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.

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

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, so they can focus on maximizing business outcomes.

CDW·G GETS DIGITAL VELOCITY

With more than 250 engineers and two of the world's 20 Google Cloud Fellows on staff, CDW·G is your trusted technical services partner when results and velocity matter. Our expertise includes Certified Kubernetes Architects to Cisco DevNet Professionals behind a full–stack software development practice.

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DOD/Intelligence Community

Innovative technologies and IT modernization offer the Department of Defense and the intelligence community powerful opportunities to strengthen national security and better protect our citizens from internal and external threats – cyber as well as physical.

The pandemic and resulting reliance on remote work has further accelerated the move toward cloud services and zero-trust security to protect more widely dispersed systems, data and user endpoints across the DOD. Business intelligence and data analytics help drive more strategic decisions and defense mechanisms that support and protect all branches of our military, while emerging technologies such as artificial intelligence (AI), virtual reality (VR) and drones enhance training capabilities, performance and safety.

CDW·G has the knowledge and experience to help you modernize your infrastructure, implement a robust cloud strategy and shift aggressively toward a zero-trust security model.

The Cybersecurity and Infrastructure Security Agency (CISA) recently developed a zero-trust maturity model to track progress across 5 pillars: identity, device, network, application workload and data.

Source: fedtechmagazine.com, "Zero-Trust Architecture Depends on Granular, Role-Based Access Management," July 19, 2021

Supporting Active-duty Military and Veterans

CDW·G honors active-duty service members, wounded warriors, veterans and their families by providing technology and support while they are deployed and after they return home. We are committed to demonstrating our appreciation for their service to our country, and to investing in the communities in which we work and live.

Organizations we support include:

- Operation Support Our Troops–America, dedicated to providing comfort, resources and education to American forces during and after deployment.
- Folds of Honor, which provides educational scholarships to spouses and children of America's fallen and disabled service members.

We also are committed to employing veterans and are proud to consistently earn recognition as a Military Friendly® Employer.

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Civilian Agencies

For civilian agencies, technology innovation and modernization are critical to enhancing citizen access to services, speeding service delivery and improving the customer experience – while optimizing taxpayer dollars. Designing and deploying a secure cloud strategy to replace legacy infrastructure empowers agencies to more effectively safeguard sensitive systems and data, support remote work, and boost productivity and collaboration.

Our CDW·G experts can help you implement the technology initiatives that ensure you have the agility and security you need to achieve your mission-critical objectives. In addition, deploying leading-edge solutions is vital to attracting and retaining skilled next-gen talent to the public-sector workforce.

1 BILLION

The amount Congress has added to the Technology Modernization Fund to invest in longer-term, more complex, multi-agency IT modernization projects.

Source: federalnewsnetwork.com, ''1B for TMF: A 'put up or shut up moment' for tougher federal IT fixes,'' March 24, 2021

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Cybersecurity

With hackers and foreign adversaries continually developing new and more effective cyber weapons, your agency needs secure, resilient infrastructure solutions capable of thwarting cyberattacks – not just mitigating existing vulnerabilities. CDW·G's comprehensive solution design methodology addresses the core root of your challenges rather than merely treating the symptoms.

We protect your data, services and assets against malicious cyber activity, improve incident reporting and response, and assess evolving cybersecurity risks with a customized approach that encompasses:

- **Zero-Trust Architecture (ZTA)**
  Traditional perimeter-based network security is increasingly irrelevant and inadequate in today's complex IT environments that incorporate internal networks, cloud services and multiple remote endpoints and users. Zero trust is based on the premise that users and devices must be continually evaluated and prove their identities to gain access to your network and data.

  CDW·G adds multiple layers of controls to users, devices, applications and networks to ensure a "least privilege" approach that carefully balances limited access with the ability to work productively. In addition, enhanced visibility through data analytics delivers valuable insights on who is accessing your data and networks and when, further minimizing risk and maximizing control over your entire environment.

- **Cross-Domain Enterprise Services**
  These services enable communication and data transfers between networks and domains at different classification levels, in addition to supporting secure remote work capabilities. CDW·G 's Security Management Infrastructure (SMI) solution helps ensure cross-domain enterprise services are protected at the single-user and enterprise levels.

  SMI enables you to detect suspicious activities from both inside and outside the network before they become real threats, and prevents malicious or accidental data removal. This customized, modular solution integrates multiple software components including hyperconverged infrastructure, server virtualization, security incident event management (SIEM), data loss prevention and cloud management.

- **Security Orchestration, Automation and Response (SOAR)**
  SOAR platforms use behavioral analysis tools at the network and user level to continuously monitor for vulnerabilities and anomalous activity. Using these artificial intelligence tools enables your security team to proactively detect and automatically remediate cyberthreats, improving time management and productivity.

Manage IT Supply Chain Risk

Protecting the federal IT supply chain is a top priority, given that its massive size and complexity make it particularly vulnerable to cyberattack. One of the biggest concerns is that adversaries could sabotage or compromise the supply chain by inserting malicious hardware or software into IT products or updates that get incorporated into federal systems, as was the case with the SolarWinds incident.

CDW·G takes a multi-pronged approach to help agencies mitigate supply chain risk:

- Proactively assess all the elements of risk across the supply chain to ensure agencies are partnering with trusted, authorized suppliers.
- Manage through reactive situations to identify overlooked risks and create mitigation plans within a defined timeline.
- Avoid risk by not working with questionable suppliers.
- Capitalize on IT service management platforms to manage the entire lifecycle of the supply chain of IT assets.

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IT Modernization

Federal agencies face mounting pressure to accelerate IT modernization efforts critical to fast, efficient digital delivery of government services. Implementing and managing cloud infrastructure is key to enterprise digital transformation that will boost agility and security, reduce risk and cost, and escalate automation and innovation.

CDW·G can help you design and deploy a cloud-based modernization strategy that helps you meet mission-related challenges and also complies with the constantly changing roster of mandates and guidelines, including Modernizing Government Technology Act, FITARA, NIST, Cloud Smart and DCOI.

Our solutions include:

Cloud Solutions. We work closely with you to assess your infrastructure, application and data needs; security requirements; and overall cloud readiness. Based on the needs identified, we can help you build a hybrid or on-premises cloud solution, capitalizing on technologies such as:

- Hyperconverged Infrastructure
- Software-Defined Data Center
- Server and Desktop Virtualization
- DevSecOps
- Cloud Management
- Containerization
- App Modernization

91%

of federal CIOs say digital transformation is essential to offering a seamless citizen experience. The largest challenges they face are:

- Security concerns (47%)
- Time constraints/length of migration process (34%)
- Workforce skills gaps (33%)
- Competing priorities (33%)
- Inflexible legacy networks (33%)

Source: fedtechmagazine.com, "The Key Challenges to Digital Transformation in Federal IT," June 7, 2021

Network Optimization. Optimizing network performance across the access layer, distribution layer and network core enables you to maximize load balancing, minimize latency and packet loss, and monitor bandwidth management. 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.

Data Center Optimization. Every IT modernization effort must incorporate up-to-date storage, networking and computing infrastructure. Solutions ranging from multi-tier storage systems to cloud storage options can expand your storage capacity. 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.

Cloud Strategy Snapshot: Expand Agility with ServiceNow

The COVID crisis forced government agencies to rapidly shift workflows to enable remote work, dramatically reinforcing the need for greater system agility. Expanding deployment of the cloud-based ServiceNow platform, already partially implemented in many agencies, offers an effective way to accelerate efficiency and flexibility without compromising security.

CDW·G has a GSA schedule in place to support agencies seeking to expand utilization of ServiceNow, which delivers cross-enterprise digital workflows that connect people, functions and systems. The platform helps ensure agencies have an intelligent, accurate configuration management database (CMDB) that creates a single trusted repository for laptops, servers and other infrastructure. In turn, this supports key functionality such as event management and network monitoring.

ServiceNow also streamlines and automates acquisitions, and delivers change management capability, making it easy to upgrade or move a data center. With a growth-focused roadmap designed by CDW·G experts, agencies can consistently add new ServiceNow automation and workflow-improvement tools and functionality, leading to the flexibility and efficiency necessary for today's complex, constantly changing environment.

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Workforce Enablement

More than ever, civil servants, warfighters and contractors need the ability to work securely and seamlessly from anywhere, on any device, under any situation. COVID-19 accentuated the importance of being able to pivot and adapt in unpredictable circumstances, but enhancing productivity, collaboration and on-demand data access have been long-standing priorities.

CDW·G services include:

- **Managed Endpoint Anywhere** gives your agency fully supported, customized devices for a monthly subscription fee, allowing you to shift procurement costs to an operating expense. We take care of managing technology refreshes, securing your devices, procuring management software, providing help desk services and recycling services.

- **Software as a Service (SaaS),** where software is licensed on a subscription basis and hosted centrally on the cloud improves collaboration, ensures everyone is working on the latest software version, enhances security and office availability, and improves scalability and integration.

- **Unified Endpoint Management (UEM)** gives you the ability to manage and secure mobile devices, applications and content from a "single pane of glass," whether it's on a desktop, laptop, phone, tablet or other device.

- **Enterprise Mobility and Security** focuses on risk mitigation, including network and mobile security, data loss prevention and advanced threat protection.

- **Enablement Workshops** help you address the challenges of the "work anywhere" era by assessing challenges, identifying goals and formulating actions as part of a comprehensive strategy.

Agency Snapshot: Census Bureau Counts on CDW·G

The 2020 U.S. census marked the first time that census workers, known as enumerators, collected data electronically rather than with pen and paper. And it's a good thing they did, because Census Bureau officials felt confident there's no way it could have been completed otherwise, given the COVID-19 pandemic.

The Census Bureau initially intended to switch to an electronic approach in 2010, but it proved too challenging an undertaking at the time. In the intervening years, the technology matured and made it possible to successfully go all-digital. However, after testing various options – from purchasing and managing the devices to BYOD – the Census Bureau recognized it lacked the internal resources to manage a project of that scale and complexity.

Instead, the Census Bureau turned to CDW·G to implement a Device as a Service (DaaS) solution – the largest-ever use of DaaS for a federal agency. CDW·G was responsible for acquiring, configuring and securely delivering 600,000 smartphones and tablets to the Census Bureau's 248 local offices in only 12 weeks and then also for handling the return and disposal of the devices once the census was concluded.

Even with a pandemic-driven three-month shutdown, the technology-driven automation and efficiency enabled the census to be completed on time – with half the number of census offices previously required.

Mission Effectiveness

Whether your goal is to enhance citizen access to government services or capitalize on advanced technology to secure and protect our nation and citizens, CDW·G offers solutions that can:

- Increase data visibility and facilitate citizen access through interactive elements
- Eliminate redundancies and allow for cross-collaboration through shared services
- Reduce lifecycle costs, improve flexibility and enable rapid improvements through new technologies

In addition, we can help you leverage a variety of tools that support data analytics and smarter decision-making to drive better performance. These include:

Artificial Intelligence and Machine Learning tools help address the influx of data streaming into your agency by compiling the information in faster and more intelligent ways, evaluating it, offering correlations and automatically improving as the tools learn from the data they collect.

Data Management tools and **Data Literacy Workshops** give you valuable insight into where your data is coming from, how you're visualizing it and how you're sharing it so that you can evaluate how to best utilize it to make mission-critical decisions.

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Get Started on the Road to Optimizing Digital Transformation

At CDW·G, we have the expertise – and the security clearances – to help you ramp up your IT modernization initiatives. Whether you're eager to implement zero–trust architecture, better capitalize on cloud capabilities or explore digital velocity solutions, we're ready to put our specialized experience to work for you.

Dedicated Expertise

200 federal–focused sales executives with appropriate security clearances to discuss customer needs at all levels

Nationwide presence across North America

Nearly two dozen federal contracts including:

- General Services Administration (GSA)
- NASA Solutions for Enterprise–Wide Procurement (SEWP V)
- US Army Information Technology Enterprise Solutions – 3 Hardware (ITES–3H)
- NIH Chief Information Officer – Commodities and Solutions (CIO–CS)

Multiple ISO certifications including:

- ISO 9001
- ISO 14001
- ISO/IEC 20243
- ISO 27001
- ISO 28000

Our Partnerships

Through the power of our partnerships, we're able to offer customized solutions to meet the cybersecurity, IT modernization and workforce enablement needs of your agency. CDW·G offers you the best technology choices and the expertise to help you evaluate and deploy solutions that maximize your resources and optimize performance.

CITRIX   vmware   NUTANIX   Hewlett Packard Enterprise

DELL Technologies   Microsoft   VERITAS   rubrik

carahsoft   splunk>   servicenow

Accelerate IT Modernization to Improve Mission Effectiveness

To bolster cybersecurity, advance your cloud strategy to the next level, and boost agency efficiency and responsiveness, contact your CDW·G account manager or visit **CDWG.com/federal**.

CDWG.com/federal 800.808.4239