



WE GET HEALTHCARE INNOVATION.

To power the progressive
pace of healthcare, you need
IT Orchestration by CDW®.



Span the Continuum of Care with Transformative Technology

Whether you're a small stand-alone facility or a large health system, the impact of the pandemic on global health has forever changed your trajectory of care delivery.

The consumerization of health, virtual care evolution and progression toward precision care have driven digital advancements like never before. Big Data, artificial intelligence, machine learning, predictive analytics and more have created innovative opportunities for improving outcomes. Data-driven physicians now have new ways to monitor patients, track populations and even prevent hospital readmissions.

CDW Healthcare offers you the latest IT solutions and services you need to give your patients the best care across the continuum – from the digital front door to the hospital at home.



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

CDW Healthcare's resources – including account teams, solution architects and dedicated business development (BD) managers – bring you in-depth industry expertise. They understand your unique environment and apply real-world solutions to your toughest IT challenges. That's because they've walked in your shoes, having spent part of their professional careers on the care provider side.



Our Dedicated BD Team

CDW's Healthcare BD professionals average 20+ years of experience as former technology leaders in integrated delivery networks, hospitals, senior care and provider services organizations. They've steered industry transformation through IT to help improve care delivery, patient outcomes, revenue enhancement, risk management, supply chain performance and more. Our BD experts can support you, too. Tap into our knowledgeable team of:

- Chief Technology Officers
- Chief Information Security Officers
- Chief Strategists of Post-Acute Care, Services, Virtual Care and Supply Chain
- Senior Care Strategists
- Healthcare Enterprise Architects



Dedicated healthcare resources

165 healthcare account professionals

36 healthcare field account professionals

10 healthcare-focused business development professionals

Professional services delivery engineers



Stretch Your IT Investment

We get that you need more than technology – you need a partner who can guide you in developing forward-thinking strategies that address clinician, staff and patient expectations. Your CDW Healthcare account team helps to ensure your IT assets add value well into the future with:

Core services

We cover your full IT lifecycle by helping to:



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 save time and money by augmenting the bandwidth of your internal IT team.



Amplified™ Services

Our [focused services](#) amplify key areas of your healthcare facility:

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.

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.

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, so they can focus on maximizing business outcomes.

Data – Make more data-driven powered by artificial intelligence (AI) and machine learning (ML) services. CDW can help you gain actionable insights that advance patient care. 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.

Healthcare M&As on the Rise

Industry analysts predict that the pent-up M&A activity from the pandemic will likely cause a surge of hospital consolidation in 2021 and beyond. Whether you're merging, being acquired or planning to acquire, CDW Healthcare can help. Our [M&A methodology](#) assesses your IT infrastructure, technology migration and staffing needs, giving you a solid roadmap and peace of mind throughout the transition.



HEALTHCARE



EXPERTISE

CDW SERVICES

DIGITAL VELOCITY
INFRASTRUCTURE

VIRTUAL CARE

PATIENT DATA
PROTECTION

CLINICAL MOBILITY

AFFILIATIONS &
PARTNERS

Gain Flexibility, Agility and Efficiency

Traditional healthcare data centers are being disrupted by the adoption of cloud and edge computing, as well as colocation and hosting services. The flexibility of housing workloads in hybrid infrastructure locations improves agility and control. As technologies become even more automated and modernized, CDW Healthcare can help you to improve data center resilience and efficiency while containing costs.

Solutions

Bolster your [IT infrastructure](#) with robust digital velocity solutions that span:

- Hyperconverged Infrastructure
- Software-Defined Data Center
- Hybrid IT and Cloud Integration
- Internet of Things (IoT)

Services

Plan, build and maintain a cutting-edge, cost-efficient data center with CDW Healthcare's:

- [Data Center Technology Profile](#)
- Cloud Expanse Analysis
- Data Center Optimization
- Cost Containment Assessments
- Remote Asset Tracking



By 2023, hyperconverged infrastructure's share of on-premises workloads is expected to grow from

**20% today
to 40%**

Source: Gartner, "2019 Strategic Roadmap for Storage," May 2019



CDW Healthcare Gets Infrastructure

200+
People focused on data center

500+
Certifications

9.9
Average years with CDW Healthcare

90+
Inside technical resources

70+
Field technical resources

25+
Partner awards



Customer Success Story

Healthcare System Embraces Data Center Transformation

A health system needed help to better manage their data center environment, consisting of 58 servers split into two physical machines and 56 virtual machines, as well as their archival storage. CDW Healthcare determined Rackspace was the best fit for their needs and implemented a PROD + DR solution built on a Hyper-V and hybrid cloud platform, including security devices for PHI compliance. The system's monthly spend decreased by almost \$20K, while a full disaster recovery solution was added.



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Connect with Patients Anytime, Anywhere

CDW Healthcare understands you need solutions to connect clinicians, staff and patients. We offer expertise and technologies that address your goal to achieve instant, real-time interaction for [better collaboration](#) and a higher level of patient care.

Solutions

CDW Healthcare helps providers with world-class expertise and best-in-breed technologies that support:

- Telehealth/Telemedicine
- Remote Patient Monitoring (RPM)
- Virtual Rounding
- Enhanced Patient Care and Safety Monitoring
- Emerging Digital Health Tools
- Digital Front Door

Services

Whether building, refining or expanding your virtual care strategy, you need a thoughtful approach. CDW Healthcare's [Virtual Care Workshop](#) engages key stakeholders to identify obstacles, opportunities and outcomes. We then work with our partners to create a roadmap to execute your short- and long-term vision for virtual care that meets the needs of your clinicians and patients today and tomorrow.

Currently, 76%

of U.S. hospitals connect with patients and consulting practitioners at a distance through the use of video and other technology.

Source: American Hospital Association, "Factsheet: Telehealth," September 2021



Customer Success Story

Telehealth Transforms Patient-Centered Care

A Midwestern healthcare facility needed to implement 2-way video for nurses to monitor 5-15 patients at a time, as well as to serve as a base for telehealth. CDW Healthcare created a customized solution that included cameras mounted by beds, microphones and video screens with different preset viewing angles, and infrared emitters to see in the dark. When patients ring to give permission to turn on their camera, the nurse appears on the video wall. The facility went from doing a handful of telehealth visits each week pre-pandemic to up to 1,000 per day currently. By leveraging technology from CDW Healthcare, they haven't had to lay off any employees and are now hiring for 500 nursing positions while building a new facility.

Telehealth utilization has stabilized at levels

38x higher

than before the pandemic.



Source: McKinsey & Co., "Telehealth: A quarter-trillion-dollar post-COVID-19 reality?" July 9, 2021



Get Secure, Seamless Access to Critical Data

Top of mind for every provider is the need to protect patients, networks, devices and data. That's why CDW Healthcare arms healthcare organizations with what they need to mitigate security risks, increase visibility into network vulnerabilities and prepare for the evolving cyberthreat landscape.

Solutions

There's no such thing as being over-prepared when it comes to the safety and security of your patients. 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

CDW Healthcare has **150+** technical resources dedicated to cybersecurity, including inside solution architects, field solution architects and a full infosec team.



Services

Defeating the next cyberattack requires a proactive strategy and tenacious management of your IT resources. CDW Healthcare has you covered with proven services which span:

- Security Assessments
- [Incident Response](#)
- Access and Identity Management
- Data Loss Prevention
- Encryption
- Endpoint Protection
- Penetration Testing



Customer Success Story

Security Solution Thwarts Threats for Integrated System

An integrated healthcare system needed to actively detect security threats and prioritize them across the enterprise. They also needed a platform that would collect data regarding security threats from multiple sources and respond to low-level security events without human assistance. CDW Healthcare provided IBM QRadar Advisor with a Watson IBM QRadar software license, and a one-year software subscription and support for the IBM Resilient Security Orchestration, Automation and Response Platform. The system now views CDW Healthcare as a valuable part of their security team.

From November 2020 to January 2021, cyberattacks in the healthcare industry expanded

45% across the world. That's much higher than an average increase of **22%** in other industries over the same period.

Source: SafetyDetectives Cybersecurity Team, "Healthcare Cybersecurity: The Biggest Stats & Trends in 2021," May 20, 2021



Advanced Communication and Collaboration

To achieve the Quadruple Aim, healthcare organizations must focus on delivery of better care at a lower cost and evolving the patient and provider experience. CDW Healthcare empowers providers by optimizing their investment in, and accelerating the adoption of, clinical mobility technology.

Solutions

CDW Healthcare's broad portfolio of clinical mobility solutions encompasses a variety of technologies such as

- [Clinical Communication and Collaboration](#) (CC&C)
- Mobile Barcode Medication Administration (BCMA)
- Mobile Devices
- Mobile Device Management
- Charging Solutions and Cases
- Wireless Networking



Services

Key to effective use and optimization of mobile clinical technology is the services that bring it to life. CDW Healthcare supports smooth adoption and seamless data flow "on-the-go" with:

- Activation Services
- Mobile Device Procurement and Configuration
- Managed Mobility Services
- Wireless Network Assessment
- Warranties

CDW Healthcare's Clinical Mobility Workshop

offers consultation around the fundamental clinical communication and collaboration challenges healthcare organizations face. We ensure that your clinical staff preferences are heard and design a comprehensive roadmap to address your collaboration, communication and administration needs with the right selection of mobile solutions.



Customer Success Story

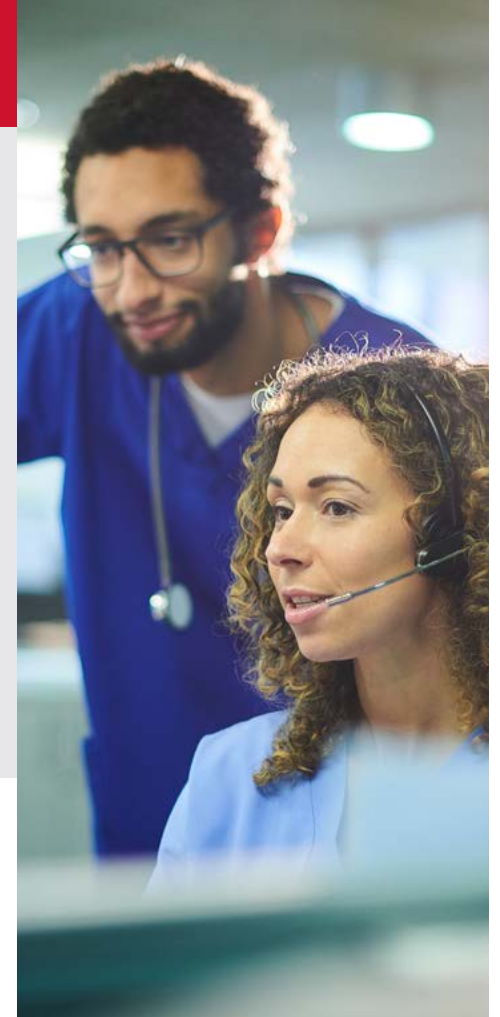
Hospital System Connects with Collaboration Innovation

A large hospital system needed to update access points and find the right clinical collaboration and communication solution. CDW Healthcare provided Mobile Heartbeat's MH-CURE platform and professional services. This allowed for unified clinical communication for all roles and involved 1,200 iPhones, cases, charging bays, JAMF MDM, an Apple Wi-Fi Assessment, and Code Cortext decoder scanning software for Epic Rover mobile nursing applications. The system was pleased with the rollout, and CDW Healthcare is now their trusted adviser for technology solutions. They've requested more professional service engagements, and have a call center upgrade in process.

73%

of IT leaders are developing mobile strategies for clinical communication and collaboration.

Source: Spyglass Consulting Group, "Trends in Clinical Communications and Collaboration," April 2018





Partner with a Recognized Healthcare IT Leader

Through our powerful network of world-class organizations and partners, we're able to offer a variety of solutions and services to help you create a digitally connected healthcare ecosystem – one that elevates the clinician experience, advances patient care and helps you maintain a competitive stance.

Affiliations

American Telehealth Association
Argentum
ASA
CHIME Foundation
HIMSS (Diamond member)
Leading Age
Thrive

Group Purchasing Organizations

HPG
Vizient
Premier

Partnerships

AmWell
Apple
Aruba HPE
AWS
Capsa Healthcare
Cisco
Citrix
Code
CrowdStrike
Dell EMC
Enovate
Ergotron
Google
HP
Humanscale
Imprivata
Intel
Innovate
JAMF
Lenovo
McAfee
Microsoft
MobileIron
Mobile Heartbeat
NetApp
Nutanix
Palo Alto Networks
Proofpoint
Samsung
ServiceNow
Symantec
VMware
Zebra



CDW Ratings and Certifications

- B&B 5A1 – highest credit rating
- ISO Certified: 27001 (Information Security), 9001 (Quality), 28000 (Secure Supply Chain) and 14001 (Environmental)

Let's Get Started

Let us help you transform your healthcare IT strategy across the continuum of care. Contact your CDW Healthcare account manager or visit [CDW.com/healthcare](https://www.cdw.com/healthcare).