WE GET DEPLOYING TECHNOLOGY IS EXPENSIVE AND TIME-CONSUMING.

CDW Amplified™ Configuration
CDW Configuration Services Overview

If you want to tailor your technology to fit your organization's needs, it has to be custom configured. That takes time and expertise that your organization may not have. Fortunately, CDW Configuration Services can help. Whether it's single-device provisioning, multisite deployments, or fully configured racks for data centers, we are your partner for any kind of configuration project.

Technology that's ready on arrival orchestrated by CDW.

Our specialists work with **more than $1 billion** worth of products per year and can perform over 10,000 custom configurations per day.

CHALLENGES

So Much Technology, So Little Time

Configuring new technology purchases is important, but it's also time-consuming. If you don't do it correctly, you could lose productivity — and break your budget. Here's what you're up against:

UNNECESSARY RISK: It's imperative that the people who manage your configuration be experienced and deeply knowledgeable. If they're not, you can easily fall off schedule, leading to loss of revenue and productivity.

TIME CONSTRAINTS: In-house staff are unlikely to have the experience necessary for a configuration project, resulting in slower, less efficient deployments. Plus, configuration takes time away from higher-level projects.

FINANCIAL CHALLENGES: It's not uncommon for new technology to arrive with issues that need to be resolved. When replacing problematic equipment, the shipping costs alone can become a serious budgetary concern.

MULTISITE COMPLICATIONS: Organizations with multiple locations have to either send their configuration team to each of their sites or reship their devices to secondary locations after configuring them in-house. Both options are a financial and logistical headache.

INEFFECTIVE PARTNERS: Often, outside consultants can take just as long to complete a configuration project as your IT team. In addition, they may not have the vendor relationships you need to keep your project moving if your equipment is DOA (dead or defective on arrival).

Proofpoints

30+
Years of Configuration Services experience

300+
Technicians, engineers and team members

10,000+
Capacity for 10,000+ configurations per day

CDW's full lifecycle of Services can support your organization no matter where you are on your journey

Design → Orchestrate → Manage

On-Premises → On-Journey → Cloud-Based

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CDW Configuration Services can help you achieve:

| Operational Efficiencies | Reliability | Increased Performance |

Orchestrating the Right Solution

From the Simple to the Monumental

Put your technology to work the moment it arrives at your door. There's no software to install. No hardware to configure. No testing necessary. It's just what you ordered: a solution.

Our configuration teams have developed and executed innovative projects and helped our customers overcome incredible logistical challenges. Our experts also handle straightforward projects, such as provisioning a dozen tablets for a mobile deployment. Whatever you need, we can provide it.

Among the services our configuration team can provide are:

Hardware Integration: Including installation of memory, hard drives, NIC cards, video cards and a variety of other components.

Software Configuration: Your computers, mobile devices and servers will come with OSs and apps preinstalled.

Custom Imaging: Including disk-based (static) image creation, maintenance and deployment. We can also host your own distribution point server to connect to your SCCM or other image-deployment solution via VPN. Customizable options include pre- and post-imaging tasks like domain join, security upgrades and hard drive encryption.

Autopilot Enrollment with Intune Pre-Provisioning: Includes enrollment into your Autopilot tenant, pre-provisioning of updates, application, policies and setting (including reboots).

Chrome OS White Glove Service (WGS) and Zero Touch Enrollment (ZTE): With WGS, we can enroll devices, update the Chrome OS and pre-provision device policies (including Wi-Fi). With ZTE, enroll devices into your Google Admin console.

Rack Configuration: We mount and configure your network and security devices, rack-mount servers, chassis blade servers, storage, KVMs, UPSs and PDUs into a rack structure, then cable and label before shipping.

Mobility Services: We configure and activate your tablets, phones, handhelds and Wi-Fi hotspots. Additionally, services that include MDM enrollment, app installations, IOS and Android updates are also available.

Custom Laser Engraving: Your logos and other important information can be engraved onto notebooks, mobile devices and other equipment. We can laser engrave static content and/or one field of dynamic content, such as the device serial number.

Asset Tagging and Reporting: You have the option to use CDW/CDW·G-branded labels, customer-provided labels, or our team can build custom labels that we print on demand, including UID/IUID identification labels for U.S. government applications. Extensive information on your devices is available via the Order Reporting and Hardware Asset Management functions on your CDW Account Center.

Network and Security Device Configuration: We configure firewalls, routers, switches, access points and IP phones for all the largest manufacturers. These services include system software/firmware upgrade or downgrade; uploading master configuration files; configuration of IP address, subnet mask and default gateway. All customization is based on your organization's unique specifications.

Burn-in Services: We run your devices for 12 hours or more to ensure all components are working properly.

Custom Packaging: Including kitting, palletization, inserts and welcome letters and box labeling.

Buy and Hold Services: Purchase products and have them held in a secure location anywhere from three months up to a year. CDW handles the configurations, customizations, logistics and shipping requirements to ensure your predefined deployment schedule is met.

CLIENT SUCCESS STORY

Organization: A Fortune 100 global health insurance services company with more than 74,000 employees.

CHALLENGE: A refresh project required the company to configure and deploy 2,500 routers and switches to hundreds of branch locations across the country.

SOLUTION: CDW Configuration Services was tasked with updating the Cisco IOS, loading device-specific configuration files, capturing device-specific data, labeling, performing a 12-hour burn-in, and facilitating customer remote QC over a VPN connection.

RESULT: The customer was able to ship the fully configured routers and switches directly to branch locations, eliminating the additional time, money and effort needed to complete this project in-house.

CLIENT SUCCESS STORY

Organization: A global leader in e-commerce and Fortune 500 company with data centers around the world.

CHALLENGE: Deploy more than 1,500 fully configured racks including servers, network and security devices, KVMs and UPSs directly to data centers for plug-and-play deployment.

SOLUTION: Full rack configuration, server OS, BIOS/firmware upgrades, switch and router firmware upgrades, custom cabling, diagnostic and burn-in services, testing of all hardware and network connectivity, asset tagging, data capture (serial number, asset tag and MAC addresses), custom shipping package design with finished racks mounted on shock pallets to ensure equipment is protected during delivery.

RESULT: CDW's Configuration Services allowed the customer to scale up a large rollout on shorter timelines, freeing IT resources for high-level projects.

Ask your account manager how CDW can put our Configuration Services to work for you.

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