

# CLOUDCARE

## RESPONSIVE CLOUD MANAGEMENT



### Need to Know

CloudCare is an essential purpose-built managed service offering, designed specifically for Cloud Services.

CloudCare removes the burden of managing Cloud deployments and the risks associated with rapidly emerging technologies.

### Benefits You'll Receive

- A modern approach with relevant outcomes
- Partnership with an award winning managed services provider with experience in Cloud Services
- Reduced risk to enable you to focus on core business services
- 24/7 Service Desk and impressive Network Operations Centre



### Cloud Management Services from CDW

Managing a Cloud environment requires a broad and modern set of skills, one of the key driving forces typically seen in moving to Cloud, is to enable your organization to focus on its core business activity. Yet, for many organizations the reality of being able to manage a Cloud environment is challenging.

### What is CloudCare?

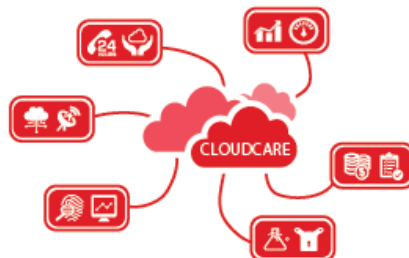
CloudCare is an essential service aimed at protecting your Cloud investment.

This service can be used on both new and existing Cloud deployments and is designed to be modern and efficient.

CloudCare is billed monthly with flexible contract terms, based on the size of your Cloud service.

### How CloudCare Works

CloudCare works by providing a wide range of essential support services for the full lifecycle of your Cloud deployment. You simply select a level of service depending on the level of care you require, and CDW will take care of the rest.



## How CloudCare Works

CloudCare is offered in three levels of service: Basic, Essential, Premium—each offering varying levels of care to suit your needs.

Features include:

- 24/7 support
- Platform monitoring & management
- Architectural advisors
- Change control
- Risk management
- Major incident management
- Service reviews
- Design assistance
- Professional services days
- Vulnerability & penetration testing services

For a comprehensive overview of the various service levels available, please contact your CDW Canada account team who can provide further information.

## Why Use CloudCare?

Managing a Cloud environment requires specialist skills no matter which stage of the process you are on. CloudCare removes the burden associated with managing an ever evolving Cloud Service and enables you to focus on your core business activities. CloudCare provides an efficient and transparent approach to managing a Cloud environment depending on the level of service you select, be that from operational monitoring through to end-to-end management. By using CloudCare you can be sure that your Cloud Service is in safe hands.

## Modern and relevant technology:

CDW has experience in successfully helping customers adopt Cloud Services

## Global Reach:

Our International capability means that no matter where your business operation resides we have presence in those locations to assist.

## 24/7 Service Desk:

Responsive first class service at your fingertips means help is always at hand.

## Experience Network Operations Centre:

Our NOC staff hold numerous industry certifications from all the major vendors.

## Process Driven:

CloudCare is backed by years of experience in operating business critical IT services and we hold ISO27001 certification.

To learn more about CloudCare or the wider Services portfolio contact us via:

Telephone: 800.972.3922

Email: [ServicesCanada@cdw.ca](mailto:ServicesCanada@cdw.ca)

Website: [CDW.ca](http://CDW.ca)

Twitter: [@CDWCanada](https://twitter.com/CDWCanada)



# CLOUDPLAN

## EFFECTIVE CLOUD PLANNING SERVICES



### Need to Know

CloudPlan is a purpose-built Cloud delivery framework designed by experts in Cloud design, implementation, and management.

CloudPlan delivers relevant and clear outcomes aimed at identifying and simplifying the steps needed to enable your organization to benefit from Cloud Services.

### Benefits

- Modern approach with relevant, simple and clear outcomes
- Backed by a credible Cloud Services organization with over a decade of experience
- Reduced time to delivery

### Awards & Partnerships



**CDW Canada is named the Number One Solutions Provider in Canada for the fourth year in a row**

### Cloud Planning Services from CDW

It is no surprise that Cloud Services are revolutionizing the way in which businesses operate, yet for many organizations, moving to Cloud can often be an overwhelming task.

It's important to have a clear view of your current IT environment to avoid roadblocks. Challenges may include not knowing how to identify which services are suitable for Cloud, where to start or what the risks and pitfalls are. Limited internal resources with proper Cloud certifications can also be a roadblock to successfully complete a solution.

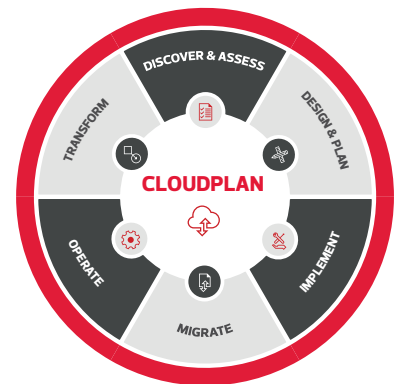
CloudPlan helps you through each stage of moving to a Cloud delivery model, from initial steps to a fully implemented service.

CloudPlan incorporates six distinct stages designed to get you up and running in Cloud. Using the most effective manner that was designed as a new and innovative approach to Cloud delivery. CloudPlan does not rely on traditional or legacy steps in which many other services use today.

### How CloudPlan works

CloudPlan works by leveraging a mixture of modern tool-sets combined with skilled and qualified consultants – which have extensive experience and capabilities to deliver a Cloud Service outcome. Select the engagement you require assistance with from the following stages:

- Discover & Assess
- Design & Plan
- Implement
- Migrate
- Operate
- Transform



The first step will be to meet with a Cloud planning consultant who will work with you to explain the procedure and begin the CloudPlan process.

### **Is CloudPlan right for your Organization?**

CloudPlan is best used when you want to develop a progressive and clear view on how to move to a Cloud solution.

- Do you have a desire or business objective to adopt Cloud Services?
- Are you having trouble knowing where to start?
- Do you need help building a business plan and identifying the costs associated with Cloud?
- Does your IT department have a wide range of certification and Cloud Services knowledge?
- Are you looking to augment your internal capabilities with a trusted IT services partner?
- Do you want to reduce risks associated with the complexities of Cloud migrations?

### **Global Reach**

Our International capability means that no matter where your business operation resides we have presence in those locations to assist.

To learn more about CloudPlan contact us via:

**Email:** [ServicesCanada@cdw.ca](mailto:ServicesCanada@cdw.ca)

**Website:** [CDW.ca/solutions](http://CDW.ca/solutions)

**Twitter:** [@CDWCanada](https://twitter.com/CDWCanada)