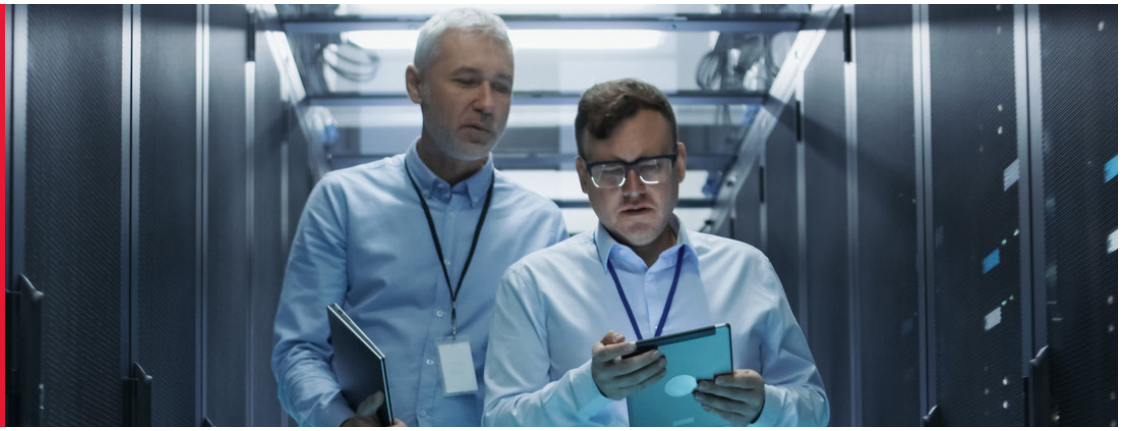


MICROSOFT AZURE AND MANAGED SERVICES FROM CDW



BENEFITS OF AZURE

AGILITY enables IT to respond quickly to changes in business and customer needs

REDUCED COMPLEXITY frees IT to focus on delivery services and value to customers

TRUSTWORTHINESS backed by a comprehensive Service Level Agreement (SLA) from Microsoft

EFFICIENCY based on technology familiar to the IT staff, allows them to use the knowledge they already have

FLEXIBILITY AND CONTROL allows you to choose the best deployment model – on-premises, hosted by Microsoft, or a combination

AZURE FROM CDW INCLUDES

- Same Azure services from Microsoft
- White Glove Services to get you started
- Single partner experience from provisioning to support to deployment to billing
- Flexible payment options including credit card and credit terms

AZURE MANAGED SERVICES

Azure from CDW is also available with additional Managed Services (Azure Services by CDW) in three different service tiers.

Our expertise is your confidence: CDW's comprehensive next-generation offering is backed by more than 20 years of managed services support experience.

Delivered through CDW's Enterprise Command Center and managed by Azure-certified architects, consultants and engineers, your investment is protected, so you can focus on business outcomes, not technology management.

Azure Services by CDW delivers contracted ongoing support that helps organizations use cloud services with maximum efficiency. CDW Professional Services can help you assess and plan your move to cloud.

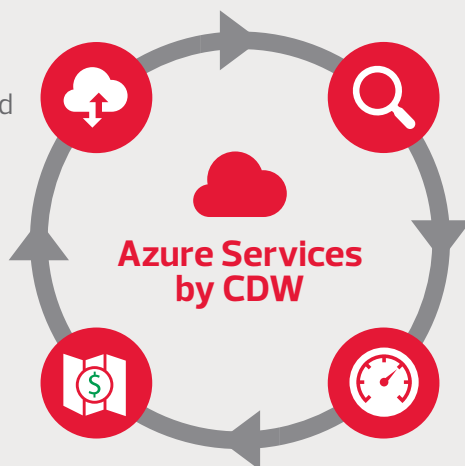
CDW is there for you – at every stage of your organization's cloud journey.

Cloud Enablement

- ▶ Setup and Jumpstart
- ▶ Migration planning and execution
- ▶ ITIL driven processes

Cost Management

- ▶ Consolidated billing
- ▶ Active cost control and optimization



Cloud Monitoring

- ▶ Proactive monitoring
- ▶ Detailed dashboards
- ▶ Event-driven intervention
- ▶ Incident management
- ▶ 24/7 support

Architecture Optimization

- ▶ Architecture assessment
- ▶ Insight-driven optimization
- ▶ Governance and standards enforcement



Control Costs



Manage Risk



**Realize Your
Cloud Vision**

AZURE COMPARISON TABLE

	Azure from CDW	Azure PAYG from MS ¹	Azure on EA/SCE ¹
Minimum Monthly Commitment	\$0	\$0	\$1000
Payment Model	Monthly in arrears	Monthly in arrears	Annual prepaid commitment (Use it or lose it) with overage charge
Payment Types	Credit card/PO	Credit card	PO
Contract Term	Pay as you go	Pay as you go	Three years
Azure Services	Most common	Most common	All
White Glove Services	Included	–	–
Reactive Technical Support	Included	Community-based	Via contract only
Technical Support Hours	Business Hours: M–F 7–7 CT	–	–
Initial Response Time	< 1hr ²	–	–
Incident Management	Available	–	–
Advisory/Consult Hours	Available	–	–
Cost Monitoring and Management	Via Managed Services ³	Reporting only	Reporting only
Technical Monitoring	Via Managed Services ³	N/A	N/A
Technical Account Manager	Via Managed Services ³	N/A	N/A
Architecture Development	Via Managed ³ and Professional Services	N/A	N/A
Engineering Credits	Via Managed Services ³	N/A	N/A
Migration Services	Via Managed ³ and Professional Services	N/A	N/A
Disaster Recovery	Via Managed Services ⁴	N/A	N/A

¹Included by default for no additional fees and outside an additional support contract; ²Priority 1 cases; ³See Managed Services Offer Matrix for applicable service tiers; ⁴Available as a stand-alone DRaaS offer

CDW PROFESSIONAL SERVICES

CDW has a variety of additional services that can help acclimate your team to Azure capabilities, connect Azure to your on-premises environment, plan for a larger implementation or deploy specific capabilities such as disaster recovery. For more information, contact your CDW account manager.

Offer	Description
Azure Onboarding Workshop	The Azure Onboarding Workshop will help with the initial creation of the Azure tenant, establish administrative roles and configuration of the most basic Azure services.
Azure Basic Jumpstart	Plan and pilot Microsoft Azure Infrastructure as a Service (IaaS) to meet specific customer-defined objectives while providing best practices and knowledge transfer.
Connecting to Azure Using Site-to-Site VPN	Plan, design and deploy a connectivity solution including a Site-to-Site VPN or ExpressRoute to connect to their on-premises infrastructure.
Protecting Virtual Machines Using ASR	Plan and Pilot Site Recovery to provide disaster recovery services using Azure Site Recovery for on-premises virtual servers.
Using Azure Storage for Backup	Configure Azure Storage to integrate with existing on-premises solutions to store data such as NetBackup, Commvault and Rubrick.

AZURE SERVICES BY CDW: HOW IT WORKS

Azure Services by CDW has three offerings that meet the diverse needs of businesses looking to adopt cloud services at any stage.

Service	Basic	Essential	Premium
Enterprise Command Center Support	Business Hours	24/7	24/7
Azure Cost Monitoring and Reporting	✓	✓	✓
Azure Service Technical Monitoring	x	✓	✓
Azure Technical Support Services	x	✓	✓
Technical Account Manager	x	✓	✓
Change Management	x	✓	✓
Problem Management	x	✓	✓
Enterprise Incident Management	x	x	✓
Technical Account Reviews	x	Quarterly	Monthly
Service Readiness Assessment	x	✓	✓
Architecture Development	x	x	✓
Operating System Management	Optional*	Optional*	Optional*

*Additional service charges apply

WHY USE AZURE SERVICES BY CDW?

Managing a cloud environment requires specialist skills at every stage of the journey. The Azure Services by CDW offering removes the burden of managing an ever-evolving cloud service, enabling you to focus on core business activities.

CDW service levels help you manage your cloud environment efficiently and transparently, including billing, cost management, operational monitoring, ongoing technical assistance and platform development. Gain the confidence that your cloud environment is in good hands – especially if you're considering questions like these:

- ➔ How do we control spending and make the best use of cloud services at the same time?
- ➔ What's the best way to remove the burden of monitoring and managing our cloud?
- ➔ What are the risks of adopting or running a cloud service?
- ➔ How much flexibility do we require in our cloud management (such as effective monitoring and optional management services)?
- ➔ What resource, expertise and governance issues keep us from managing business-critical cloud services effectively?
- ➔ How does our business keep up to date with rapidly evolving cloud services?
- ➔ How can we use cloud to drive successful outcomes?
- ➔ Can we get 24/7 support in case we need help?



GET STARTED

To learn more about Azure Services by CDW – or our full cloud services portfolio – contact your CDW account manager.

800.800.4239 | [CDW.com/services](https://www.cdw.com/services)



SOLUTION BENEFITS

Our cloud experts work closely with you to guide your organization toward the right solution, with end-to-end cloud services that make the entire process easy on you and your IT staff.



Experience: More than a decade of helping customers adopt cloud services successfully



Global reach: Worldwide access that supports you wherever you are



24-hour coverage: Experts to help you around the clock



Azure-certified staff: Multiple Azure certifications across the CDW team



Azure enterprise-level support: CDW has access to Microsoft's highest tier of support, ensuring that you'll have all the backing required for your enterprise workloads



ISO accredited: ISO 9001, 14001 and 27001 certifications

