


WE GET COMPLEX CLOUD SOLUTIONS.

CDW Amplified™ Hybrid Cloud
Azure from CDW



As one of only a handful of Microsoft Direct Cloud Solution Providers (CSPs) and Azure Expert Managed Service Providers (MSPs), CDW has the expertise to bring clarity to complex cloud strategies. Whether you are a new or existing customer, we will work to ensure the solution and service we provide is a perfect fit for your organization's needs.

Azure from CDW can help you achieve:

-  **Reduced Risk**
-  **Reduced Cost**
-  **Instant Visibility**

Orchestrating the Right Solution

CDW has seen customers of all sizes leveraging the public cloud to innovate faster, enable greater productivity and become more efficient, with fewer upfront and operational costs. CDW can help you quickly build, deploy, scale and manage your cloud environment.

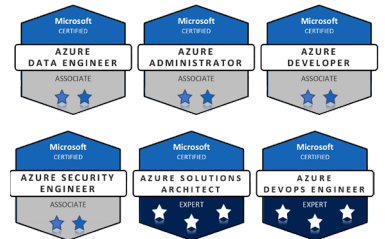
With CDW, your organization can enjoy a host of benefits and Azure services:

- Access to a dedicated CDW account manager supported by Azure specialists
- Ability to leverage CDW credit terms with flexible payment options
- Single partner experience, from provisioning to support to deployment to billing
- LaunchPad Services to get you started with CDW Managed Services
- Multiple CDW Managed Service tiers designed around your cloud needs

CDW GETS MICROSOFT AZURE

CDW is an end-to-end provider of cloud applications, solutions and services for public, private and hybrid cloud environments. We are uniquely qualified to design, deliver and manage a flexible solution tailored to your needs. CDW will help you adopt and integrate Azure securely and efficiently. We have a long-standing, award-winning relationship with Microsoft that we extend to our clients. We get Azure!

- CDW is a Gold Platform member of the Microsoft Partner Network
- CDW is backed by Microsoft's highest tier of support
- CDW is a CSP provider for Azure from Microsoft
- CDW is Azure certified:



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



Managed Services Overview

Managing an ever-evolving cloud environment requires specialized skills — especially when production or business-critical systems must remain online without disruption. Our comprehensive next-generation Managed Services for Azure is backed by more than 20 years of managed services support experience. Enlisting CDW, a proven and trusted partner, can make it easier to keep your organization operating optimally. Managed Services for Azure has three tiers that meet the diverse needs of organizations looking to adopt cloud services at any stage.

Managed Services	Premium	Essential	Basic
Engineer-on-Demand CDW will expand your cloud environment based on your technical requirements (e.g., launch new instances/images, modify route tables and security settings and other supported Azure services) during business hours	✓		
Tagging Expert <ul style="list-style-type: none"> Four additional tags for a total of eight Asset Name; Application ID; Application Role; Version 	✓		
Proactive Monitoring and Remediation <ul style="list-style-type: none"> Proactive monitoring and fault detection Auto-ticket generation and issue remediation 	✓	✓	
Technical Account Manager <ul style="list-style-type: none"> Assigned technical day-to-day contact Regular technical reviews 	✓	✓	
Incident Management <ul style="list-style-type: none"> Track and remediation of incidents Provide Root Cause Analysis for serious issues 	✓	✓	
Change and Environment Management <ul style="list-style-type: none"> Track, implement, record and manage all changes 	✓	✓	
Tagging Advisor <ul style="list-style-type: none"> Identify resources to enable accurate reporting Four tags: Start/Stop; Business Unit; Environment; Owner 	✓	✓	
Technical Support <ul style="list-style-type: none"> 24/7/365 support from CDW¹ Phone, Chat, Service Portal and Email Escalations to Microsoft via CDW's Premier Support 	✓	✓	✓
Security and Capacity Advisor <ul style="list-style-type: none"> Identify common security gaps Right-size your compute and storage 	✓	✓	✓
Budget Advisor <ul style="list-style-type: none"> Consumption tracking by department Auto-generating reports 	✓	✓	✓
Billing Advisor <ul style="list-style-type: none"> Graphical views of your spend Custom alerts 	✓	✓	✓

¹Basic Service Tier cases can be opened 24/7; Priority 1 cases worked 24/7 and lesser priorities are worked 7 a.m. to 7 p.m. CT.

Certifications

CDW Managed Services Industry Certifications:

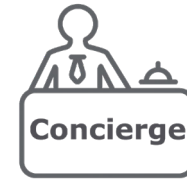


To learn more about Azure – or CDW's full Amplified Cloud services portfolio – contact your account manager or call 800.800.4239.



ENROLLMENT SERVICES

In all levels of Managed Services for Azure, we get you started right by providing you with CDW's exclusive LaunchPad and/or Concierge enrollment service.



Concierge

Full-service Onboarding (Essential and Premium Tiers)

- Project Management
- Service Readiness Assessment
- Service Portal Access
- Monitoring Access
- Base Management Node (BMN) Enrollment



LaunchPad

Hands-on Working Session (All Service Tiers)

- Setting Alerts
- Instance Creation
- Service Portal and Advisor Access and Walkthrough
- Introduction to Resource Tagging Strategy, set one tag (environment with four values)
- Cost Management and Reporting Tool



**CDW AMPLIFIED
SERVICES**