



AZURE SERVICES BY CDW

FREQUENTLY ASKED QUESTIONS

Why do we need Azure Services by CDW? Doesn't Microsoft already provide support as part of the license?

Microsoft will provide just a basic level of support as standard; however, it does not include access to any technical resource associates. Any additional guidance would need to be handled independently via self-help documentation and support articles. It is possible to purchase an enhanced support service from Microsoft, but this can prove costly and restrictive compared to using a third-party support provider.

If I already have an existing Azure account, can I purchase CDW Managed Services for Azure?

Yes. CDW may perform a services readiness assessment of your environment to ensure it is supportable. This evaluation may result in the need for recommended remediation activities to be carried out before the service can go live.

I am an Essentials or Premium customer. Am I required to deploy my own Azure resources after the initial migration?

No. As an Essential or Premium customer, CDW can deploy Azure resources on your behalf. However, it is the customer's responsibility to deploy any third-party applications or services.

What does Technical Support Services mean?

This means CDW will support the Azure platform but not the guest operating system or any application that is installed. For example, supported objects may include, virtual networks, storage accounts and virtual machines. Operating system support is available for an additional charge which includes performance monitoring, patching and security updates, troubleshooting of guest OS issues, and maintaining access control.

How does CDW charge for this service?

You are charged based on the amount of Azure resources consumed. The cost of the service is calculated by a percentage of the of total Azure resources cost per month for the service level chosen.

Next Steps

To learn more about Azure Services by CDW, contact your CDW account manager or call 800.800.4239.