

# WE GET WHEN YOUR NETWORK STOPS EVERYTHING STOPS.

CDW Amplified™ Support  
CDW Technology Support



CDW Technology Support is CDW's own warranty support service<sup>1</sup> backed by CDW engineering and the manufacturer. We understand that when your network is down, you need a quick resolution. By engaging with CDW, you have a faster resolution due to the depth and breadth of our engineering expertise and our partnerships with the manufacturers. We understand "YOU," our client, and provide a more personalized experience.

CDW Technology Support can you help you achieve:

 Operational Efficiencies
  Reliability
  Reduced Risk

## Orchestrating the Right Solution

CDW Technology Support (CTS) provides an enhanced client warranty support experience with one contract offering incident management for covered devices. CDW will take first call for our client to help resolve their issue and, if needed, provide an engineer onsite to perform a hardware replacement. If escalation to the OEM is required, CDW will do that on the client's behalf. CDW Technology Support helps our clients solve their business problem by providing a single solution for their manufacturer support, saving internal IT staff time and/or any unplanned expenses for an engineer to come and replace faulty hardware and/or renew a contract that was not co-termed. Some of the features and benefits of CDW Technology Support include:

- **One place to call:** CDW Technology Support allows you a single point of contact. We provide end-to-end ownership of all incidents, service requests and support for maintenance, hardware replacement, knowledge base and software support.
- **24/7/365 support:** CDW Technology Support provides around-the-clock support via a dedicated service desk 24/7/365. CDW Technology Support also provides a dedicated support number, email address and ServiceNow login to open and view case status online.
- **Full-service RMA:** If after troubleshooting, CDW engineers determine that a device needs to be replaced, CDW will request the RMA from the manufacturer on your behalf and have it sent to your location. We will also dispatch an engineer to meet that part and swap out the device for you and return the defective parts to the manufacturer and update the serial numbers on your contracts.
- **Fully backed by manufacturer warranty and support:** A support contract is purchased through the manufacturer so you do not lose the ability for upgrades, updates, etc., and may be provided software download access to those contracts if requested.

## CDW GETS CISCO

No other Cisco Gold Partner in the world offers CDW's combination of expertise and experience. We are a one-stop shop for Cisco solutions, having attained the broadest range of expertise across multiple technologies. CDW is also Cisco's largest U.S. National Direct Integrator Partner.

**Gold Certified Partner**

**Master Networking Specialization**

**Master Data Center and Hybrid Cloud**

**Master Security Specialization**

**Master Collaboration Specialization**

**Master Cloud and Managed Services**

**Advanced Technology Provider Certifications**

- Advanced Data Center Architecture Specialization
- Advanced Security Architecture Specialization
- Advanced Collaboration Architecture Specialization
- Advanced Enterprise Networks Architecture Specialization
- Cisco TelePresence Video Master Authorization
- Unified Contact Center Enterprise Authorization
- Cloud & Managed Service Provider
  - Managed Unified Contact Center
  - Managed Security

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



<sup>1</sup>Currently supports Cisco. More OEMs coming in 2020.



**CDW AMPLIFIED™ SERVICES**

## Services Checklist

The following services are included in CDW Technology Support:

AT-A-GLANCE	
Services	CDW Technology Support
24/7/365 access to CDW's Service Desk	✓
Technical Support Services	✓
Vendor escalation	✓
Hardware replacement <sup>1</sup>	✓
Software support	✓

<sup>1</sup>The CDW Technology Support (CTS) Team is available 24/7 and, in most cases, offers a four-hour resolution and onsite hardware replacement. If a CDW engineer is unable to resolve the issue, CDW will contact the Cisco Technical Assistance Center (TAC) on the client's behalf to resolve the issue.

## Certifications

CDW has an experienced pool of Cisco-certified professionals to deliver the right solution for you:

- More than 700 Cisco-certified sales experts (CSSE 6)
- More than 200 Cisco-certified Network/Design/Voice professionals
- More than 300 Cisco-certified Network/Design associates
- More than 50 Cisco-certified Internetwork experts

## Why CDW Managed Services?

CDW can extend your IT capabilities by helping manage your most complex infrastructure and applications – allowing you to focus on growing your business and delighting your customers. Our experts have the knowledge to deliver holistic, secure solutions tailored to your needs and goals. We'll help you identify the right service to ensure your critical technology runs optimally and is cost-effective while your team stays focused on forward-thinking initiatives.



To learn more about CDW Technology Support, call your account manager or 800.800.4239.



**CDW AMPLIFIED™  
SERVICES**