



CONFIGURATION SERVICES

and

CDW

and **NOW YOUR
TECHNOLOGY IS
BUILT FOR YOU.**





TECHNOLOGY THAT'S READY UPON ARRIVAL.

If you want to tailor your technology to fit your organization's needs, you have to have it custom configured. That takes time and expertise that your organization might not have. Fortunately, there's CDW Configuration Services. From multisite deployments to single-device app provisioning, we're your partner for any kind of configuration project.

CHALLENGES

So Much Technology, So Little Time

Configuring new technology purchases is important, but it's also time consuming. If you don't do it correctly, you could lose productivity – and break your budget. Here's what you're up against.

Unnecessary Risk

It's imperative that whoever manages your configuration be experienced and highly knowledgeable. If they're not, you can easily fall off schedule, leading to loss of revenue and productivity.

Time Constraints

In-house staff aren't likely to have the experience necessary for a configuration project, resulting in slower, less efficient deployments. Plus, configuration takes time away from higher-level projects.

Financial Challenges

It's not uncommon for new technology to arrive with issues that need to be worked out. When replacing problematic equipment, the shipping costs alone can become a serious budgetary concern.

Multisite Complications

Organizations with multiple locations either have to send their configuration team to each of their sites or re-ship their devices to secondary locations after configuring them in-house. Both options are a financial and logistical headache.

Ineffective Partners

It can take many outside consultants just as long to complete a configuration project as it might take your IT team. Plus, they may not have the vendor relationships you need to keep your project moving if your equipment is DOA (dead or defective on arrival).



SOLUTIONS

From the Simple to the Monumental

Put your technology to work the moment it arrives at your door. There's no software to install. No hardware to configure. No testing necessary. It's just what you ordered: a solution.

Our configuration teams have developed and executed innovative projects and helped our customers to meet incredible logistical challenges. And they're just as happy imaging a half-dozen tablets for a mobile deployment. Whatever you need, we can provide it.

No Minimum Purchase Requirement

We're happy to configure single devices.

Hardware Integration

Including installation of memory, hard drives, NIC cards, video cards and a variety of other components.

Software Configuration

Your computers, mobile devices and servers will come with OSs and apps pre-installed. We offer White Glove Service to prep and provision Chromebooks.

Custom Imaging

Including image creation, maintenance and deployment, we can host a secondary server to connect to your SCCM or other image deployment server via VPN. Customizable options include pre- and post-imaging tasks like domain join and security upgrades.

Rack Configuration

We mount and configure your network and security devices, rack-mount servers, chassis blade servers, storage, KVMs, UPSs and PDUs into a rack structure, then cable and label before shipping.

Custom Engraving

Your logos and other important information can be engraved onto notebooks, mobile devices and other equipment.

Asset Tracking

We can apply your asset tags, our own standard tags or customized tags and perform data capture services. Extensive information on your devices is available via the Asset Tracking and Reporting Services functions on your CDW extranet.

Burn-in and Diagnostic Services

We run your devices for 12–48 hours to ensure all components are working properly.

Custom Packaging

This includes kitting, palletization, inserts and welcome letters, and box labeling.

Warehousing

Storage space is available for purchased equipment.

CDW REMOTE CONFIGURATION SERVICE (RCS)

Our RCS team can deploy multivendor firewalls and router and switch configurations, as well as Citrix® solutions like XenApp®, Xen Desktop® and NetScaler® Access Gateway™. We can also set up Cisco IronPort® Web and Email Security. All without anyone having to leave their offices.





YOU and CDW

We're on Your Side

Configuration is about making life easier for your IT team. So receiving and installing configured devices shouldn't be an inconvenience. That's why our turnkey solutions can be shipped in custom packaging, complete with welcome letters that explain exactly what's in the box and who to call with questions. Our highly automated project-management processes ensure your project will be finished on time. Once we're done, we're happy to ship your items to a central office or directly to each site where the solution will be deployed. That's not all. Here's how else we can help.

In-depth QC and Testing

Technology that has been configured by CDW goes through rigorous testing and quality control processes. Here's what that looks like.

Compatibility and Integration

We test all equipment before it leaves our configuration centers to make sure everything is fully functional and compatible.

Defective Part Inspection

We replace defective parts from our inventory at no additional cost. A consultant might charge for the time spent on returns.

Quality Control

Every system we work with undergoes a rigorous quality assurance check. After verifying the compatibility of your devices' additional components, we test the hardware to make sure everything is installed correctly. Then we ensure everything works according to manufacturer specifications. We can also work with a custom checklist to meet additional needs.

Our specialists work with **OVER \$1 BILLION** worth of products per year and can perform over 10,000 custom configurations per day.



Help from Our Experts



25+
YEARS OF EXPERIENCE IN
CONFIGURATION SERVICES



150+
HIGHLY TRAINED AND
CERTIFIED ENGINEERS
AND TECHNICIANS



TEAMS
THAT CAN COMPLETE IN HOURS
PROJECTS THAT MIGHT TAKE I.T.
TEAMS DAYS OR WEEKS

State-of-the-Art Configuration Centers

CDW operates redundant, environmentally controlled ISO 9001- and ISO 14001-certified centers in Vernon Hills, IL, and Las Vegas, so you'll get faster service and more affordable shipping. If one of our centers were to go down, we have the capacity to easily transfer your order to the other one. Our centers have a combined 57,000 square feet of integration space and another 50,000 square feet dedicated to staging. We staff three daily shifts, so teams are always working on your project. We also have the ability to scale up as needed.

**To learn more about CDW Configuration Services,
call 800.800.4239 or visit CDW.com/configuration**

