

WE GET EVEN THE MOST TALENTED TEAMS CAN USE A LITTLE HELP FROM THE OUTSIDE.

CDW Amplified™ OS
Prepaid Blocks



Sometimes you just need resources at your disposal that you can direct as needed. Whether you need ongoing support, maintenance, highly specialized projects or anything in between, CDW can provide the solution you need to achieve your objectives.

CDW's Prepaid Blocks can help you achieve:

- Cost Reduction
- Operational Efficiencies
- Reliability

Orchestrating the Right Solution

CDW prepaid support blocks are the support you need, purchased in 100- or 500-hour increments and fulfilled by a dedicated ServiceNow-certified Technical Consultant. Prepaid blocks give you access to our development experts for any issues or questions that arise around your ServiceNow initiatives.

Benefits You Will Receive:

- Similar to our SmartCIP Service, you'll get direction and best practice advice from your dedicated consultant.
- Affordable and customized for your needs, prepaid blocks give you just the right amount of support.
- Hours in prepaid blocks are good for a full year.
- Rates are guaranteed for the duration of your contract.

CDW GETS SERVICENOW

As a ServiceNow Elite Partner, we are driven to achieve top results for your ServiceNow initiatives. We have the experience, expertise and proven customer satisfaction track record you're looking for.

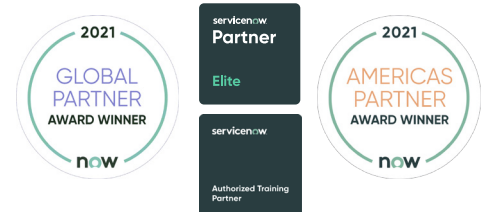
Important Stats

- 4.5+ (out of 5) CSAT Score
Visit servicenow.com/partners and search "CDW" for details
- 640+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 2,000+ ServiceNow Application Deployments
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since 2003
- ServiceNow Partner since 2013

What Our Customers Say

"Your team has been a great pleasure to work with during our transition to ServiceNow."
— Cindy (Restaurant Franchise Company, Independence, OH)

"Excellent expertise and focus on exactly what needed to be done, and delivered."
— Paula (Investment Company, Boston, MA)



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



**CDW AMPLIFIED™
SERVICES**

Deliverables Checklist

The following deliverables are included in CDW's Prepaid Blocks:

Deliverables	Prepaid Blocks
Manage and approve work in the CDW Customer Portal. Fully designed within and run on the ServiceNow platform, you'll find the portal to be an invaluable tool in keeping projects and resources fully aligned and moving forward.	✓
Manage and provide testing feedback in the CDW Customer Portal.	✓
On-demand reporting. You're never wondering or guessing, instead always having the data at your fingertips to manage progress and demonstrate ROI.	✓
Other artifacts as identified and agreed to over the course of the program.	✓

Proofpoints

#1

ServiceNow's
Global Elite Segment and
Americas Elite Segment
Partner of the Year 2021

640+

ServiceNow Certifications

2,000+

ServiceNow Application
Deployments

4.5+

CDW's CSAT Score (out of 5)
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