The Built for You Cloud

A GUIDE TO HOW WE CAN MAKE THE CLOUD WORK FOR YOUR ORGANIZATION

CDW PEOPLE WHO GET CLOUD
Welcome to the Cloud

GET READY TO SCALE GREAT HEIGHTS.

It’s inevitable. The cloud you have today may not be the cloud you need tomorrow. Or maybe it can be, if you’re working with us. With our cloud client executives and outstanding partners, we can custom-fit a cloud solution for your organization. And we can help you migrate, integrate and manage your new environment. With CDW on your side, your cloud will keep you covered no matter the forecast.

HERE’S WHAT YOU’LL FIND INSIDE.

OUR PEOPLE
PG. 3

Our experts will work closely with you and help you understand how cloud technology can be applied to the unique challenges of your industry. They can then help you implement a custom-designed solution and find efficiencies that will increase your ROI.

OUR SOLUTIONS
PG. 4

Whether you’re looking to move your infrastructure to the cloud or simply deploy software on a subscription model, we can help. We offer a range of delivery methods, from public and private to hybrid clouds.

OUR SERVICES
PG. 7

Our four-phase approach keeps you covered with end-to-end service throughout your solution’s lifecycle. We ASSESS your situation to help you evaluate your needs, DESIGN a solution to meet them, DEPLOY that solution and help you MANAGE it in the long term.

OUR PARTNERS
PG. 12

We work with 40+ cloud providers, and we carefully vet them to ensure their offerings meet our exacting specifications. That means you get to work with the best of the best. And you don’t have to worry about being locked in with a single provider.

Stay up to date on the latest cloud trends and solutions at our cloud blog, CDWsolutionblog.com/cloud
ALL-AROUND EXPERTISE

Our CCEs can help with:

• Defining workload and optimization goals for your integration plan
• Determining how much control over your cloud environment you need
• Evaluating your financial drivers, whether CAPEX or OPEX
• Assessing your cloud usage, security and compliance needs
• Designing disaster recovery and backup plans
• Evaluating vendor portability within the overall ecosystem
• Outlining migration requirements
• Determining mobile workforce demands
• Understanding cloud needs for testing and development

WE GET YOUR INDUSTRY

We’ve worked with organizations in virtually every field, so we know how to help you meet regulatory and compliance needs. That means we have cloud solutions for healthcare, financial services, education and any other industry that faces unique requirements.

OUR PEOPLE

Meet Your Guides

WORRIED THAT A CLOUD SOLUTION WILL LEAVE YOU LOST?
NOT WITH OUR CCEs LEADING THE WAY.

When you work with a cloud client executive, instead of getting four sales pitches that are the best a company has to offer, you get the best that the industry has to offer and four different ideas for your business. — Tim Hanrahan, CDW CCE

Ready for the meet and greet? Get to know our CCEs at CDW.com/cces
The **Tailored to Fit** Cloud

Infrastructure. Applications. Public, private and hybrid delivery models. Whatever you need, and however you need it, we can build it for you.

There are many cloud providers out there. But there's no need to scour the industry on your own. We work with 40+ carefully selected cloud partners. With their offerings at our side, we're able to design a cloud solution to your organization's unique needs. We offer infrastructure and applications that span public, private and hybrid clouds. And we'll work with you to determine which cloud solutions and delivery methods will best address your business needs.

**CLOUD COVERAGE**  
IT environments are their own miniature ecosystems. So what works for one won't necessarily work for another. To learn about the differences between public, private and hybrid cloud models, check out our guide at [CDW.com/cloudtypes](http://CDW.com/cloudtypes)
Many organizations are moving their infrastructure to the cloud with an Infrastructure as a Service (IaaS) solution. As a result, the market is flooded with new providers promising to meet their needs. You need a vendor you can trust when looking to migrate your organization’s most critical workloads. At CDW, we can help you find the best infrastructure solution – with the best provider – to meet your current and future IT and business needs.

We can help you find the solutions and vendors you need in areas such as:

**COMPUTE**
Scalable, reliable, maintenance-free virtual-server resources on demand

**STORAGE**
Highly automated, fully redundant service that manages large data sets and operating system images with predictable costs, real-time recovery and enterprise-level security

**COLOCATION**
Increases reliability and redundancy on company-owned resources while reducing maintenance through management services

**NETWORKING**
Scalable, reliable connectivity backed by a service-level agreement (SLA)

**HOSTED VDI**
Cost-effective, secure, simplified way for IT to administer images on desktops and mobile devices

WE’VE HELPED MANY GLOBAL COMPANIES IMPLEMENT CLOUD INFRASTRUCTURE SOLUTIONS THAT SUPPORT:
- Converged Infrastructures
- Data Replication and Backup
- Disaster Recovery

**SEE FOR YOURSELF**

**CLOUD 401: NAVIGATING ADVANCED TOPICS IN CLOUD COMPUTING**

CDW’s Cloud 401 report is a survey of more than 1,200 IT professionals who are directly involved with their organization’s cloud strategy. Take a closer look at their successes and challenges, as well as their thoughts on the future of the cloud.

[CDW.com/cloud401]
Applications

Apps that are hosted in, and delivered from, the cloud update automatically, simplifying the management of your organization’s software. With constant access to the applications they use every day in the office, your workers will become more productive. And the subscription-based pricing model can help to contain costs.

We can help you sort through the variety of available Software as a Service (SaaS) offerings. And we can assist with the process of moving your current applications and data to the cloud. Here is a sampling of our application offerings:

- **OFFICE PRODUCTIVITY**
  Spreadsheets, word processing, presentation and email software can all be hosted in the cloud, so you’ll always have what you need

- **CONTENT COLLABORATION**
  SaaS solutions allow you to securely collaborate from any location on any device

- **UC&C**
  Enhance collaboration with next-level integration of web and video conferencing, telephony, instant messaging and email

- **SECURITY**
  Your protection will always be up to date with our hosted email security and web filtering services

- **STORAGE/BACKUP/DISASTER RECOVERY AS A SERVICE**
  We can help you develop a cloud storage and backup solution that keeps your data safe and makes management simple

- **MOBILITY MANAGEMENT**
  Get on-demand access to cloud-delivered mobility management software and take control of the devices connecting to your network

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74% of organizations now use some kind of SaaS solution. That’s an increase of 4x since 2011.1

I see individuals and businesses alike getting all or most of their services from cloud-based offerings.

— Tracy David, CDW CCE

How else can cloud applications help you?
Check out our overview at CDW.com/cloudoverview
At Your Service

It’s one thing to find the right cloud solution. It’s another thing altogether to find someone who can help you make the most of it.

Making the move to the cloud can be an incredibly complicated process requiring expertise and time that your organization may not have.

With an extensive portfolio of end-to-end services, we can help you with any and every aspect of your cloud solution from the moment you begin considering it through its ongoing management. Our planning and assessment experts can take a look at your current ecosystem to see how you’d most benefit from a cloud solution, then help you plan that solution. Our migration and integration teams are there to ensure that all the data and application transitions happen smoothly and securely. We can even manage your new environment for you, making sure to keep everything running optimally.

CASE STUDY

THE CLOUD GOES TO COLLEGE

THE CHALLENGE  Rutgers Business School wanted to maximize its technology investment by moving to the cloud and making all of its services available through a single sign-on (SSO).

THE SOLUTION  CDW deployed a cloud solution that included SSO, Microsoft Azure, Office 365, Salesforce.com and Microsoft Lync tailored to fit Rutgers’ specific needs while lowering capital expenses.

THE OUTCOME  More than half of Rutgers Business School’s 300-person staff and full-time faculty use the cloud-based services daily. Plus, the shift to the cloud has eased day-to-day management burdens, allowing the IT staff to increase their focus on strategic initiatives.

Read more at CDW.com/cloudcollege

35% of IT services are currently delivered by the cloud.2
Assessments and Planning

Before you consider your own tailored cloud solution, there are a few things you should consider to ensure your cloud plan aligns with your business strategy and goals. With our Assessments and Planning Services, we’ll identify your unique needs and take stock of your current environment, then design the best plan to get your cloud solution off the ground.

HERE’S HOW WE DO IT

1. KICKOFF
   We schedule a consultative call with you, a CCE and cloud engineers

2. ASSESS
   We undertake formal assessments to understand your current IT environment

3. GATHER
   We compile business and technical use-cases and requirements

4. IDENTIFY
   We schedule partner-specific virtual or onsite consultations

5. PRIORITIZE
   We hold a workshop to jump-start your initiatives

6. STRATEGIZE
   We perform onsite strategic engagements with you to provide the guidance you need

7. UNDERSTAND AND DECIDE
   We explore vendor, solution and delivery options to make the most informed decision

AGGREGATION SERVICES

We’re one of the largest brokers of telecommunications and cloud services in the world. We have partnerships with 75 carriers and access to 1,100 data centers in the United States and abroad. So we can help you develop state-of-the-art voice communications and WAN solutions without breaking your budget.
Migration

Don’t be intimidated by migration. If you’re under the impression that the process of migrating your IT assets and workloads to the cloud is difficult and time consuming, you’re not alone. Many IT managers are wary of the migration process — and of the perceived loss of control that comes with it.

Our Migration Services offering will help ensure the seamless and secure transition of your critical IT assets and workloads to the cloud. We can help you migrate your data and processes from your onsite data center to the cloud or even from one cloud to another. So you’ll have the flexibility to switch providers as needed, ensuring your cloud evolves with your business.

PRIOR TO MIGRATION, WE’LL HELP YOU:

1. Complete thorough discovery sessions
2. Evaluate potential impacts the migration process will have on your organization
3. Audit your current inventory and existing infrastructure
4. Create detailed implementation procedures

Once the migration is complete, we’ll test and assess the new environment to make sure everything went smoothly.

WE CAN MOVE IT

We offer the following migration services:

- Physical server migration
- Virtual server migration
- Database migration
- Physical-to-virtual server migration
- Server consolidation/virtualization
- Enterprise applications
Integration

Integration is more than blending a new cloud solution with your existing infrastructure. It’s about understanding your business goals and using this information to customize an integration plan. Our Integration Services experts understand that different legacy technologies require unique integration approaches. We ensure that all implications of moving to the cloud are anticipated, calculated and handled so your solution will be optimal for you now and as your organization grows and evolves.

After gaining a total understanding of your current IT environment, we can devise and help you develop a solution that:

- Maintains the level of stability your organization needs to survive
- Prevents provider lock-in, leaving the door open for future opportunities
- Enables you to focus on innovation — not maintenance
- Extends your current abilities with unlimited scalability, redundancy, flexibility and control

An in-home caregiving organization wanted to bring its IT environment to the cloud. We helped them with the complicated process of migrating and implementing their legacy system into the new cloud solution we had custom built for their needs.
Management

We're happy to host your new cloud infrastructure in one of our secure, state-of-the-art data centers. We can even manage your solution for you no matter where it’s hosted – even if you choose to use a third party’s data center.

**MANAGED SERVICES**

We can provide day-to-day operational support and management for your organization’s infrastructure so you can focus on your core objectives.

**WE OFFER:**
- 24/7 network monitoring and management for LANs and WANs
- Operational management and support for your system's storage infrastructure
- Intrusion protection

**WE ALSO OFFER CO-MANAGEMENT OPTIONS THAT GIVE YOU:**
- Scalable levels of service
- Access to expert engineers
- 24/7 remote hands capability
- Service satisfaction

**HOSTED SERVICES**

We're happy to host your IT environment in one of our five Enterprise Data Centers.

**WE CAN PROVIDE SPACE AND SUPPORT FOR:**
- Infrastructure
- Storage
- Network
- Disaster recovery

**AND WE OFFER THE HELP OF:**
- Physical and network security
- Dedicated connectivity
- World-class monitoring and support
- 150 engineers and project managers
- Data networking services to connect to our hosting centers

An energy company was having trouble managing its IT environment. With our Managed Hosting capabilities, we were able to offer them visibility into all of their compute, storage and network devices — and 24/7/365 help desk service support.
We work with more than 40 world-class cloud partners, chosen carefully in accordance with strict guidelines. Why? So that we can offer you the broadest portfolio of cloud solutions tailored to fit your business now and as it evolves. We vetted the group deliberately with our customers in mind so you have choices without being overwhelmed. You’ll have access to the best thinkers, the biggest players and the latest developments. You’ll get a clear view of all your solution options without being locked in to a single provider. And it all comes with the convenience of working with just one partner who is with you all the way: CDW.

Our partners meet stringent legal benchmarks, as well as service-level agreement requirements when applicable. Plus, they have proven geographical advantages and reputational differentiators. They also must meet back-end operational conditions for ease of management. So you can have confidence that you’re getting the strongest productivity, collaboration and security solutions available.

When you work with CDW, you are working with the best in the cloud. So you can be sure your cloud solution will be the best for you.

To learn more about CDW Cloud Services, call 800.800.4239, contact your account manager or visit CDW.com/cloud