

CloudCare[®] for Azure

Fact Sheet



Why CDW Managed Services?

CDW is an award-winning managed service provider, trusted by some of the UK's largest businesses to provide complex IT support services.

Benefits

- Dedicated Service Operations Centre available 24x7x365
- Over 350 Service Professionals covering the full suite of IT services
- 55,000 + contacts managed by the Service Desk each month
- Over 20,000 incidents managed to completion every month
- 4,000 visits to client properties every month supported by over 150 engineers
- Proven ability to support IT estates in over 70 countries
- Fully compliant with key ISO, security and ITIL frameworks

Public Cloud has dramatically changed the way organisations around the world consume technology, and the rapid change of pace combined with a near constant stream of innovative services requires an advanced set of skills to ensure your critical applications and services remain available when you need them most. Achieving such high levels of availability, flexibility, and scale requires a modern managed service delivered by a credible, proven, and trusted partner.

Key Service Features

Services tailored for you

CDW supports a wide range of Azure technologies and offers differing levels of services dependant on your needs, freeing you from managing an ever-changing technology platform and allowing you to focus on your daily business operations.

Azure Technical Support Services

Technical Support are facilitated by CDW's Azure support experts via detection by CDW's remote monitoring or notification through our ServiceDesk. CDW will take full ownership of resolving the issue including escalating to Microsoft.

CloudCare Technical Account Management

CDW will align a CloudCare[®] Technical account Manager who will ensure CDW adhere to process and standards, and provide advice and guidance on their Azure services.

Cost Monitoring and Reporting

Access to CDW's cost monitoring and reporting dashboard providing an overview of all associated charges. CDW provide near real-time reporting along with an email-based service to alert on customer thresholds.

Azure Administration

CDW will undertake changes to the Azure environment in the form of service requests for day-to-day administration and configuration tasks.

Azure Annual Health Check

An engagement to help customers gain valuable insights into the overall maturity, health, and compliance of their Azure environment. Health checks are tailored to meet each customer's individual needs by focusing on key areas of optimisation that a customer would like to gain within their Azure account.

ITIL Best Practise

Framework of best practise for delivering your IT services and ensuring a stable IT environment that allows for growth and scale.

Guest OS Management

CDW will provide remote monitoring, technical support, patching and administration of Windows Operating Systems.

Additional Services

Platform Management Applications

Remote monitoring and application technical support services and administration of service-based applications.

CloudCare for Azure Virtual Desktop

A comprehensive managed service offering for Azure Virtual Desktop that provides a range of added incident support and Management features.

Service	Basic	Essential	Premium
24/7 Service Desk	✓	✓	✓
CloudCare® Technical Account Management	✓	✓	✓
CloudCare® Cost Monitoring & Reporting Portal Access	✓	✓	✓
Azure Technical Support Services	✓	✓	✓
CloudCare® Service Delivery Manager	✗	✓	✓
Technical Monitoring Portal Access	✗	✓	✓
Technical Monitoring Event Management	✗	✓	✓
Change Management	✗	✓	✓
Problem Management	✗	✓	✓
Major Incident Management	✗	✓	✓
Azure Administration	✗	✓	✓
Azure Assistance	✗	✓	✓
Performance Reporting	✗	✗	✓
Service Readiness Assessment	✗	✗	✓
Azure Annual Health Check	✗	✗	✓
Guest Operating System Management	✗	✗	✓
Guest Operating System Patch Management	✗	✗	✓

To learn more about CloudCare for Azure, or the wider Public Cloud Services portfolio, please contact your Account Team or email info@uk.cdw.com