

CLOUDCARE® FOR MICROSOFT 365

Building and managing a cloud environment requires a diverse and up-to-date set of skills, but for many organisations the reality of doing so is challenging and at times risky, especially when production or business critical services need to remain online and without disruption. Maintaining the in-depth technical expertise, supporting operational skill sets and processes required to keep the lights on and to evolve your business's operation requires a service backed by a credible, proven and trusted partner.

CloudCare® for Microsoft 365 is a comprehensive next-generation managed service offering provided by CDW and backed by over 20 years of managed services support capability that provides you with an alternative to supporting your Cloud Services in-house or purchasing a very costly Premier Support Agreement with Microsoft.

The service, delivered out of CDW secure International Network Operation Centres, are operated by teams of Microsoft Certified Architects, Consultants, Engineers, and well establish backend Operational Teams. CloudCare® for Microsoft 365 enables your business to efficiently adopt and use Microsoft License-based Cloud Services and delivers ongoing support capability.

What services are included?

CloudCare® for Microsoft 365 platform in the form of service requests for day-to-day administration and configuration tasks.

Microsoft 365 Administration

CDW will undertake minor changes to the CloudCare® for Microsoft 365 platform in the form of service requests for day-to-day administration and configuration tasks.

Microsoft 365 Assistance

CDW's technical support team will answer "how do I" questions and provide general assistance and information regarding the Microsoft 365 software features and configuration. Microsoft 365 assistance is designed to help with 'day-to-day' questions and is not intended to replace the need for professional services to help address requirements that are more complex.

Microsoft 365 Adoption

CDW have developed an Adoption and Change Management solution to empower your people and organisation to get the most from your investment in applications designed solely to underpin performance. The market leading M365 adoption platform provides a sustainable method to support every user, growing their skills and capabilities now and as M365 evolves with new features and functions.

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

- 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

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The tables below provide an overview of the services CDW provide in each packaged offering for CloudCare® for Microsoft 365.

Description	CloudCare® for M365 (CSP customers)	CloudCare® for M365 (non-CSP customers)
24x7x365 Service Desk for Service Requests & Incidents	✓*	✓
Microsoft 365 Technical Support Services	✓*	✓
Billing & Subscription Management Support	✓*	✗
CDW Subscription Hub	✓*	✗
Microsoft 365 Administration	✓	✓
Microsoft 365 Assistance	✓	✓
Microsoft 365 Adoption Services	✓	✓

* Included in Microsoft 365 CSP from CDW

Additional Services

A range of additional services are available to enhance the service offering as detailed below. For further information, contact a Cloud BDM.

Description
Service Delivery Management
Licence Management
CloudCare® for Microsoft 365 Backup (SkyKick)
Microsoft 365 Backup Services (alt vendors)
Microsoft 365 Security Services
Microsoft 365 Migration Services
Microsoft 365 Architecture Review

How else can we help?

Professional Services

If you have yet to make the transition to the Microsoft Cloud are looking to get more out of an existing deployment, CDW will work closely with you to understand your specific business and technical needs. We'll act as an extension of your team to quickly identify and deploy the right solution for your organisation.

CloudCare® for Microsoft 365 Backup

CloudCare® for Microsoft 365 Backup covers all of the key Microsoft 365 components and provides as standard up to 6 daily backups taken at regular intervals throughout the day, point-in-time restore availability to the individual file level as well as industry leading encryption.

CloudCare® for Azure

One of the most popular and valuable uses of cloud computing services is utilising Microsoft Azure to host business application and services. CloudCare® for Azure is a complementary managed service offering provided by CDW which provides monitoring, service desk, technical support services, and architecture guidance.

To learn more about CloudCare for M365, please contact your Account Team or email info@uk.cdw.com