

CDW PROVIDES ON-PREMISE SUPPORT AND BREAK-FIX SERVICES IN THE MIDDLE EAST



Overview

Client

Shearman & Sterling LLP

Solution

Middle East On-site support and Break-Fix Services

About Shearman & Sterling

- Shearman & Sterling, a legal firm with an extensive global footprint, needed on-premises support in the Middle East
- Shearman and Sterling could not find a local partner to meet their business needs
- Adapting to their specific requirement, CDW combined on-site support with a break-fix contract

The Benefit

- CDW's services are delivered by UK-sourced and trained engineers
- Shearman & Sterling's team are free to focus on legal advisory services, not IT challenges

Advising on some of the world's most notable transactions and matters, Shearman & Sterling has exacting standards in every market in which it operates. When the firm needed IT support in the Middle East, CDW proved to be the right partner.

Client

Shearman & Sterling have been advising many of the world's leading corporations for more than 135 years. The firm has a strong international presence, with offices in North America, Latin America, Europe, The Middle East and Asia.

Business Driver

The Middle East offers exciting opportunities for professional services companies. With a strong demand for legal services, firms with a global footprint such as Shearman & Sterling are making the astute decision to expand into this market.

As Shearman&Sterling built up their team in the UAE, it became clear that while there wasn't a business case for placing a full-time IT support team on site, there was a big reliance on technology in almost every area of the daily running of the business and the need to partner with an organisation to help support the IT aspects of the region.

Working with CDW

Corporations and financial institutions approach Shearman & Sterling for its exceptional advisory capability, with a global reach. This means that a consistent standard of operational execution, anywhere in the world, are business critical to the firm.

Solution – Onsite Support and Break-Fix Services

The goal for Shearman & Sterling was to provide all users with a reliable and efficient IT infrastructure which would support their business demands, without the distraction of IT issues. A key priority was to have support locally in the UAE to address 'hands-on' issues with the capability to repair device and infrastructure components at short notice.

To achieve the correct balance of sure uptime within a cost effective model, CDW proposed the provision of its dedicated engineering resources – accredited by HP, IBM, Cisco and Microsoft – for two days per week. The CDW team works directly with the Shearman & Sterling global IT Helpdesk to ensure that their UAE office enjoys the same level of care as other larger Shearman & Sterling offices.

"CDW were able to offer a better pool of resource and skill sets than any of the local suppliers we encountered, and their proposal was supported by a better service level agreement" comments Angela Cameron, UAE Manager, Shearman & Sterling. "There was simply no compromise for us in this sense. Whilst we didn't have the business case for a full time IT services desk,

Solutions Summary

CDW Middle East – Maintenance Services

- Comprehensive hardware support
- UK-sourced and trained engineers
- Four and eight hour SLA driven response times
- HP, IBM and Cisco break services
- CDW operations based in Dubai
- Services operate in major cities including Doha, Bahrain and Abu Dhabi

Further Middle East Services

- Product fulfillment: managed door-to-door service
- On-site engineering: Dedicated engineering resources accredited by HP, IBM, Cisco and Microsoft
- Helpdesk services: 24x7x365 helpdesk operates across the region
- Project Management: Prince II accredited practitioners provide full design, integration, installation and implementation service.

we did require that our team in the Middle East be completely supported in IT terms."

"It really surprised us how limited the options were for high-quality IT support within the local market. In complete contrast, CDW brings the level of professionalism a firm like ours expects, and is used to having on hand in markets such as London or New York."

“CDW’s approach was entirely different. It was as if we were discussing a service contract for an office just outside London”

Shearman & Sterling LLP

Benefits

"Working with CDW has enabled our team at Shearman & Sterling in the UAE to focus on providing our clients with the very highest quality for legal services. We don't want our legal professionals having to concern themselves with the peculiarities of the IT systems and infrastructure. It's not where they bring value to the business."

"Just as we only employ the most highly qualified teams to manage our client's needs, we take the same approach to our own internal client servicing. CDW have provided an exceptionally high quality of on-site engineering support, and their service levels that are not commonly available in

The Middle East. Importantly, they were highly flexible in the way they designed our service contract, so we were able to purchase precisely the level of support we needed".

CDW provides global organisations with the high levels of support that they're used to in their headquarters. With dedicated operations based in Dubai, the Middle East's fastest own internal client servicing, CDW support operations in major cities like Doha, Bahrain and Abu Dhabi. Whether delivering a comprehensive IT support package, or providing support to remote in-house IT teams, CDW is ready to act as your on-site support in the Middle East.

For more information or to discuss your requirements, speak to CDW:

- Telephone:** 020 7791 6000
or enquire online
- Email:** info@uk.cdw.com
- Website:** uk.cdw.com
- Twitter:** @CDW_UK