

# ServiceNet Essential Overview

CDW ServiceNet is a flexible solution for the total end-to-end management of your network. Offered with three core service levels, ServiceNet removes the pain from network management, empowering IT teams to deliver on real business objectives. Managed, supported and serviced by our vendor-accredited, highly experienced team, ServiceNet encompasses complete monitoring, optimisation, repair and management of your network investments.

## Introducing ServiceNet Essential

The ServiceNet Essential package builds on the Basic service to expand into improved audit, configuration and fault alerting services. This enables us to better-attune your network to the needs of your organisation, whilst ensuring we can address any challenges your network might face with improved SLAs.

As with the Basic package, Essential offers core ServiceNet benefits, encompassing a proven system for the provision of replacement parts, onsite engineering, software support, iOS download rights and SAMT access. You'll also benefit from a single point of contact and centralised management for all support requests and incidents, provided via our dedicated and accredited network teams.

In addition to the core services offered by our ServiceNet Basic package (see the ServiceNet Basic fact sheet for more information), ServiceNet Essential encompasses four additional key programme elements:

- Baseline Health Check
- Self Service Device Configuration Management
- Automated Fault Alerting
- On Demand Service Management

## Baseline Health Check

At CDW we believe that the best way to deliver services to our customers is as a trusted partner. Operating in this way requires a deep understanding of your business and the technologies that underpin it. Our baseline health check ensures that we can get under the skin of your network to really understand what's going on there – ultimately allowing us to better tailor the service we deliver and identify any issues that need addressing.

Establishing a baseline of all network devices and associated core information is also essential to aid future quotation, support and asset management. The analysis tools used for data discovery can remain installed within your network, presenting additional information on change, updates and recommendations on a more frequent basis via service management reports.

Full network audits are combined as part of our health check services to feedback on any recommended change and improvement – meaning the service we deliver remains relevant and continues to add value to the business.

## Self Service Device Configuration Management

Device configuration management gives customers the ability to compare different configurations, allowing more effective use of your network assets, and a backup in the event of a hardware failure or unauthorised / accidental changes.

Within ServiceNet, device configuration management is offered on a self-service basis as part of the Essential package (our Premium service delivers these benefits through a fully managed service). CDW enables the secure storage of backup device configurations, which following an incident are made available to your team in accordance with the SLAs and access parameters we agree together.

The data delivered through the device configuration management process can help steer wider decision making within your network – leading to improved performance and increased availability.

## Automated Fault Alerting

ServiceNet provides customers with a far simpler, more effective way to manage their network. Fault detection is key in ensuring rapid incident resolution limiting your risk of business downtime.

The ServiceNet Essential package guarantees real-time fault detection and alerts on your network. Devices are automatically monitored, and any performance problems or failure of core components will trigger an automated notification. In the event of failure, automated incidents are generated for analysis by the CDW Service Desk. This automated approach allows us to proactively respond to your network challenges, whatever they may be, in the quickest time possible – ultimately minimising downtime for the business.

Automated notification of any triggered alarms will be communicated to you through your preferred channel, in line with agreed service level priorities. This ensures that in addition to our immediate response you have full visibility of incident handling. ServiceNet Essential therefore offers a comprehensive safety net for your network.

## Service Management

CDW's approach to Service Management provides you with a dedicated ITIL certified contact with specialist operational expertise that will give you all the data you need to make informed decisions about your service contract. The Service Delivery Manager will work collaboratively with you to ensure that you experience tangible value from your investment and that services delivered continue to evolve in line with your organisations dynamic requirements. Please see CDW's Service Delivery Management data sheets for more information on levels of Service Management provided.

## Working with ServiceNet

CDW ServiceNet is offered in three service level models. The Basic service sits below Essential, and is an introductory level programme for complete network maintenance. Above Essential is Premium, our top-tier package which delivers more sophisticated configuration options for your network supported by a bespoke service support model. You can find out more about the Basic and Premium packages in our dedicated fact sheets.

For more information, speak to CDW:

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