

ServiceNet Premium Overview

CDW ServiceNet provides organisations with end-to-end management of their network – removing many of the challenges faced by IT departments, and delivering greater value back into the business. Offered with three core service levels, ServiceNet provides you with complete support for the monitoring, optimisation, repair and management of your network assets, and frees up IT teams to focus on delivering strategic value to the rest of the organisation.

Introducing ServiceNet Premium

Premium is our top-tier ServiceNet package, and delivers the most responsive, customised and immediate support available to customers. When availability is critical and performance needs to be optimised, Premium ensures that users have the optimal network experience without putting a burden on the IT department. ServiceNet Premium provides customers the ability to leverage CDW's networking expertise within a custom built and fully managed service. CDW Service Design and Transition department, will work hand in hand with your operational teams in order to deliver customer centric services that meet your bespoke requirements.

Common to all three of our ServiceNet packages are our proven system for the provision of replacement parts, onsite engineering, software support, iOS download rights and SAMT access. All ServiceNet customers have a single point of contact for their account management, and when it comes to incident support, we provide centralised management through our dedicated and accredited network teams. In addition to the services provided in the ServiceNet Basic and Essential packages (see the ServiceNet Basic and Essential fact sheets for more information), ServiceNet Premium delivers four additional key programme elements:

- Device Configuration Management
- Device Software / iOS Management
- Managed Proactive Monitoring
- Dedicated Service Management

Device Configuration Management

Device configuration management provides two core benefits to customers – the ability to make comparisons between different configurations, leading to 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, while our Premium service delivers these benefits through a fully managed service. In both instances, backup device configurations are stored securely and are made available to your team in accordance with the SLAs and access parameters we agree together. Through our Premium service however, the full management of these configurations – from the data comparisons available for optimisation of your network through to deployment of backup instances – is handled by CDW to remove the time demands placed on your team.

This service element offers different options for customisation, with backups of devices collected remotely on a pre-scheduled basis in accordance with your needs. As part of the proactive service delivered within the Premium package, we'll make recommendations on how your network can run more effectively based on the data provided through this configuration process

Device Software / iOS Management

CDW holds close relationships with all key technology vendors, and consequently are able to review the latest recommendations for device software updates (iOS management) along with any critical bug fixes, field service notices and firmware upgrades.

Using this deep knowledge, and by analysing your devices that are under support, we can make specific recommendations on any configuration changes required to improve and safeguard your network. When combined with our proactive monitoring service, we are able to automate these notifications through an approach that is tailored to your requirements.

For Cisco devices, we can provide additional information on end-of-life / end-of-sale dates, and deliver associated recommendations for continual improvement. In addition, to ensure that no devices fall out of contract, we can trace movement / change of devices across your estate and report any issues back to you. In this way, we can keep your network optimised and remove the risk of such avoidable problems.

Managed Proactive Monitoring

We see the network as the lifeblood of your business, and so the more proactive we can be in monitoring and incident avoidance, the greater the value IT delivers to the organisation. Our managed proactive monitoring model allows CDW to provide real-time information on supported devices and applications, with identification of any issues prior to occurrence. We're better-able to prevent any unexpected downtime by actively listening to devices that are distributing alerts warning of potential failure.

This service can be attuned to your specific network performance, and by monitoring specific thresholds we can ensure we only report back on alerts and information that are relevant to your estate. In turn, to align with the way you prefer to work, we only notify the appropriate contacts via email, text message or phone call as defined during the design and transition of the service. Where a full managed service is in place, we'll invest the time to create a series of pre-agreed processes, allowing us to proactively manage any changes on your behalf.

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.

For more information, speak to CDW:

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