

CLOUDCARE FOR IDENTITY

CLOUD MANAGEMENT SERVICES FROM CDW

Benefits

- Drive business value from your cloud service without the management overhead
- De-Risks cloud service adoption
- Modern and relevant
- Award winning managed services
- Multiple service options to choose from
- Simple and transparent monthly billing, with flexible contact terms
- Global reach

Awards & Partnerships



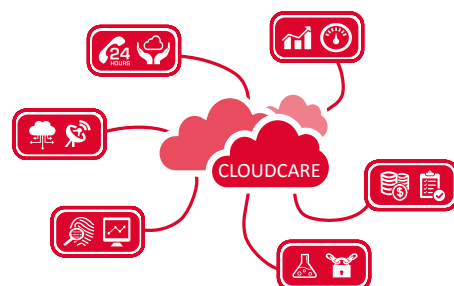
CDW Cloud Management Services

In today's competitive landscape where cloud adoption is increasing prevalent, finding sufficiently skilled technical resources to proactively manage your legacy IT infrastructure alongside of emerging cloud technologies can be challenging.

A seamless user login experience is at the heart of any well architected cloud services deployment yet managing your identity services in a cloud environment requires specific modern set of skills. For many organisations the reality of managing a new cloud environment are challenging. Relying solely on traditional IT skills and experience will only get you so far and in many cases you are likely to still be managing an existing set of IT infrastructure and services.

One of the key driving forces typically seen in moving to the cloud is to enable your business to focus on its core business activity, so why are you left still managing a cloud service?

Your cloud identity service is there to underpin your business operation and provide users with an efficient IT experience, not to leave you with yet another technology solution to manage whilst attempting recruit and maintain technical expertise. Many businesses simply don't want to manage in-house or hosted technology stacks.



What is CloudCare for Identity?

CloudCare for Identity is a complementary service aimed at protecting your service investment in cloud. Simply put CloudCare makes running your cloud service effective by using our award winning managed services capability, combined with our heritage in cloud services.

CloudCare for Identity is a service provide by CDW that consists of remote monitoring, technical support services, maintenance and administration of Active Directory Federation Services, Azure Active Directory Connect, Web Application Proxies and Windows Server based operating systems

The service can be used on both new and existing deployments and is designed as a modern and efficient service, allowing you to focus on driving business value. CloudCare for Identity is platform independent, we can support your service if it's hosted in the public cloud, a managed cloud or your own private cloud.

Why CloudCare Identity?

Modern and relevant technology: We have a true heritage in cloud services with over a decade helping customers successfully adopt cloud services.

Global reach: Our international capability means no matter where your business operation resides we have presence in those locations to assist.

24/7 Service Desk: Responsive first class service at your fingertips means help is always at hand.

Experienced Network Operations Centre: Our NOC staff hold numerous industry certifications from all the major vendors.

Award winning service: Our services have won numerous industry awards, be that from CRN managed service provider of the year 2014 through to innovation awards.

Process driven: CloudCare is backed by years of experience in operating business critical IT services and we hold ISO27001 certification.

Key Features

Service Readiness Assessment:

Ensuring that your infrastructure is in a sufficient state of health prior to being taken into support is critical. In order to provide the level of service required to maximise availability, a baseline assessment may be conducted in order to assess and document the health and configuration of your infrastructure. As part of this process we will highlight any issues or opportunities and remedial actions prior to acceptance into service.

Remote Monitoring and Technology Performance Reporting:

CDW will monitor the supported technologies as applicable to their function and criticality to your organisation. Dependent on your requirements this will include the application, operating system and hardware components via Simple Network Management Protocol (SNMP), Windows Management Instrumentation (WMI) and/or Windows PowerShell. To ensure monitoring is relevant, upon configuration, thresholds are tailored to your environment via a governance review

typically thirty days after monitoring has been implemented. CDW will provide you with a real time view of the performance of your infrastructure via a dedicated portal and monthly reports based on the data gathered by the solution.

Technical Support Services:

Your central point of contact in all events is CDW's ITIL and ISO Accredited 24x7x365 Service Desk. Any incidents or events detected by remote monitoring and management systems or upon escalation from your technical resources will be managed by a service desk analyst who will work with all required parties and resolver groups in order to ensure a successful outcome. CDW's specialist support teams will investigate and where possible resolve any technical issues affecting your supported technologies.

Problem Management:

Proactively identifying, investigating and resolving impacting trends with your supported technologies is critical in delivering undisrupted services to your customers and end users. CDW's problem management team will independently analyse incident data, highlighting repetitive issues, working with all resolver teams in order to uncover their root cause and where possible apply corrective actions to avoid re-occurrence.

Major Incident Management:

CDW recognise that not all performance issues and failures are the same and some can have a major impact upon your business and therefore require a much greater level of management in order to achieve resolution in the quickest possible timeframe. Our dedicated major incident management team provide a central point of contact for co-ordinating the resolution of any major incidents with the sole objective of restoring service and managing communications throughout the process.

Patch Management:

Conducting proactive patching is imperative in order to achieve the highest possible level of availability and security of your infrastructure. CDW will evaluate and make recommendations on available software updates and patches believed to be suitable to you organisation in line with CDW's patch management policy

on a quarterly basis, working with you to implement any updates within the agreed change window in accordance with CDW's standard change control procedure.

Change Management:

As part of our premium platform management service all required changes will be managed via our ITIL compliant change management team.

Optional Services

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 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.

Endpoint Protection:

Many organisations have their own endpoint protection solution, however this requires licensing, maintaining and managing, yet another task that distracts your IT teams from strategic projects. CDW's endpoint protection service allows you to offload all tasks associated with maintaining and managing endpoint protection across your assets. Utilising CDW's cloud based endpoint protection system, CDW will install anti-virus protection on your devices, automatically scheduling scans and distributing definition updates as soon as they are available. CDW's resolver teams will proactively investigate and where possible resolve any instances whereby devices have not updated or are not compliant with defined policies.

To learn more about CloudCare:

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