

ServiceNet Basic Overview

CDW ServiceNet is our unique service solution for the total end-to-end management of your network. Offered on three service levels, ServiceNet provides complete monitoring, optimisation, repair and management of all network assets. Managed, supported and serviced by our vendor-accredited, highly experienced team, ServiceNet is designed and delivered to ensure your focus is on achieving your business goals.

Introducing ServiceNet Basic

The ServiceNet Basic package is an entry point for organisations into our full support service. Delivering all the core benefits of our ServiceNet network management service, Basic gives customers the reassurance of a proven system for the provision of replacement parts, onsite engineering, software support, iOS download rights and SAMT access.

CDW believes in putting the customer's business needs firmly at the centre of all our solutions, and in supporting each client through the technology challenges they're facing. From our Basic through Premium packages, ServiceNet therefore delivers 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 this core service, ServiceNet Basic encompasses four key programme elements:

- Equipment Repair and Maintenance
- Parts Management and Logistics
- On Demand Service Management
- Software Support, iOS Download Rights and SAMT Access

Equipment Repair and Maintenance

CDW has a team of 125+ field engineers and hardware specialists that are accredited to the highest industry standards. These experts operate alongside our specialist partner network to ensure rapid resolution when an onsite presence is necessary.

Our approach to equipment repair and maintenance means that when we say we're an addition to your in-house team, we really mean it. Our engineers are typically onsite and resolving problems quicker than a customer can make their own internal resources available and provisioned with parts to complete the job.

To find out more about CDW's field engineering team, visit www.CDW.com and view the Onsite Deployment & Engineering page.

Parts Management and Logistics

We recognise that not every business wants to, or can afford, to maintain a stock of all the necessary parts for each conceivable network failure. As a result, many of our customers rely on us to deliver the technology products and components where and when they are required, in a model that remains highly cost effective.

As part of the ServiceNet Basic package, any parts that may be needed to keep your network running efficiently are despatched from our service warehouse or collected from our 14 forward stock locations. These are then delivered to our engineers through our nationwide grid of collection points, meaning your support engineer will not only be onsite within the agreed SLA, but he or she will already have had access to one of the UK's most comprehensive technology supply chains.

All of this means your network is up and effectively running, ready to service your business.

Head to www.CDW.com/products-services/supply to find out more about our supply and logistics capabilities.

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 organisation's 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:

Telephone: 020.7791.6000
Email: info@UK.CDW.COM
Website: UK.CDW.COM
Twitter: @CDW_UK

Software Support, iOS Download Rights and SAMT Access

As a ratified partner delivering collaborative vendor services, CDW is able to provide our customers with comprehensive software support to aid in maintaining your network.

With direct access to vendor support tools, intellectual property and technical teams such as Cisco TAC, our support staff can manage end-to-end requests and fault resolution remotely from our dedicated service centre.

We appreciate our customer needs to manage their network estate in house, consequently we can provide our customers with designated access to software releases and contract management tools ensuring full visibility of supported devices on a 24/7 basis.

Working with ServiceNet

CDW ServiceNet is offered in three service level models. Above this Basic service, the Essential package delivers enhanced network health checks and fault alerting, ensuring that you have an optimised system for network performance monitoring. The Premium package delivers more sophisticated configuration options for your network supported by a bespoke service support model. You can find out more about the Essential and Premium packages in our dedicated fact sheets.