



Technology Specialists

Every commercial customer, regardless of size or how much they spend with CDW, has easy access to more than 250 technology specialists and systems engineers who are expert in evaluating and designing business technology solutions. These specialists draw from the industry's leading hardware and software manufacturers to respond to customers' needs for server consolidation, network security, bandwidth and other highly technical solutions.

Each specialist is dedicated to a specific technology team to enable them to develop deep expertise and a portfolio of learned lessons to assist customers in building technology solutions from the ground up. Beyond the many industry-standard certifications that specialists hold, they also receive continual product training direct from manufacturers.

CDW Specialty Teams:

- Document Management
- Mobile/Wireless
- Networking LAN/WAN
- Power
- Security
- Storage
- Technology Services
- Telephony
- Voice and Data
- Volume Software Licensing

Customers Value Technology Specialist Services

Small and medium-sized businesses often have small IT departments or have IT centralized at one location. Frequently, these IT teams do not have expertise in all major technology areas. This is where CDW's technology specialists provide the most value. CDW account managers listen to a customer's needs and then direct them to the appropriate specialist teams. A customer can take advantage of a storage expert, for example, as well as a networking expert and a security expert. The customer's CDW account manager helps coordinate the activities so the customer receives seamless, integrated advice and recommendations. In this way, the technology specialists become like an extension of the customer's IT department.

Additional Value Added Services

CDW provides a portfolio of value-added services including web-based tools, ROI calculators, the ability to have large quantities of IT systems custom configured prior to shipment, automated software license management, asset management and around-the-clock technical support. In addition, CDW works with a trusted network of service providers to offer IT services such as on-site installations, warranties and managed services.

For more information, please visit <http://newsroom.cdw.com>.