

CLOUDCARE

RESPONSIVE CLOUD MANAGEMENT



Need to Know

CloudCare is an essential purpose-built managed service offering, designed specifically for Cloud Services.

CloudCare removes the burden of managing Cloud deployments and the risks associated with rapidly emerging technologies.

Benefits You'll Receive

- A modern approach with relevant outcomes
- Partnership with an award winning managed services provider with experience in Cloud Services
- Reduced risk to enable you to focus on core business services
- 24/7 Service Desk and impressive Network Operations Centre



Cloud Management Services from CDW

Managing a Cloud environment requires a broad and modern set of skills, one of the key driving forces typically seen in moving to Cloud, is to enable your organization to focus on its core business activity. Yet, for many organizations the reality of being able to manage a Cloud environment is challenging.

What is CloudCare?

CloudCare is an essential service aimed at protecting your Cloud investment.

The service can be used on both new and existing Cloud deployments and is designed to be modern and efficient. CloudCare is billed monthly with flexible contract terms, based on the size of your Cloud service.

How CloudCare Works

CloudCare works by providing a wide range of essential support services for the full lifecycle of your Cloud deployment. You simply select a level of service depending on the level of care you require, and CDW will take care of the rest.



How CloudCare Works

CloudCare is offered in three levels of service: Basic, Essential, Premium—each offering varying levels of care to suit your needs.

Features include:

- 24/7 support
- Platform monitoring & management
- Architectural advisors
- Change control
- Risk management
- Major incident management
- Service reviews
- Design assistance
- Professional services days
- Vulnerability & penetration testing services

For a comprehensive overview of the various service levels available, please contact your CDW Canada account team who can provide further information.

Why Use CloudCare?

Managing a Cloud environment requires specialist skills no matter which stage of the process you are on. CloudCare removes the burden associated with managing an ever evolving Cloud Service and enables you to focus on your core business activities. CloudCare provides an efficient and transparent approach to managing a Cloud environment depending on the level of service you select, be that from operational monitoring through to end-to-end management. By using CloudCare you can be sure that your Cloud Service is in safe hands.

Modern and relevant technology:

CDW has experience in successfully helping customers adopt Cloud Services

Global Reach:

Our International capability means that 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.

Experience Network Operations Centre:

Our NOC staff hold numerous industry certifications from all the major vendors.

Process Driven:

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

To learn more about CloudCare or the wider Services portfolio contact us via:

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