

# CLOUDCARE

## RESPONSIVE CLOUD MANAGEMENT

### Need to know

CloudCare is a complementary yet essential purpose built managed service offering designed specifically for cloud services.

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

### Benefits

- Modern approach with relevant outcomes
- Backed by an award winning managed services provider with a heritage in cloud services
- Reduced risk to enable you to focus on core business services
- 24/7 Service Desk and impressive Network Operations Centre

### Awards & Partnerships



### Cloud Management Services from CDW

Managing a cloud environment requires a broad and modern set of skills, yet for many organisations the reality of managing a cloud environment is 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?

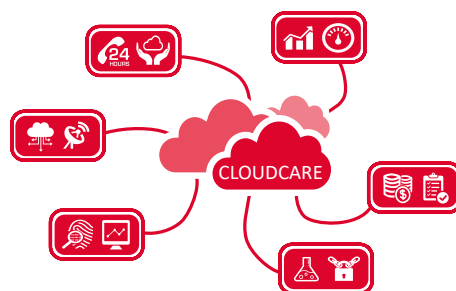
Your cloud service is there to underpin and augment your business operation, not to leave you with yet another technology solution to manage whilst attempting recruit and maintain technical expertise. Businesses simply don't want to manage in-house or hosted technology stacks.

### What is CloudCare?

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

The service can be used on both new and existing cloud deployments and is designed as a modern and efficient service.

CloudCare is billed monthly with flexible contract terms and is 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 life-cycle of your cloud deployment. You simply select a level of service depending on the level of care you require and we take care of the rest.

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

Features include 24/7 support, platform monitoring & management, architectural advisers, change control, risk management, major incident management, service reviews, design assistance, professional services days and vulnerability and penetration testing services.

For a comprehensive overview of the various service levels available please speak with one of our Account Managers who can provide further information.

## Why use it?

Managing a cloud environment requires specialist skills no matter which stage of the journey 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.

- Do you want to remove the burden associated with monitoring and managing a cloud service?
- Looking for a modern and flexible cloud management service to protect your investment?
- Don't know how to make best use of cloud services and control spend?
- Are you looking to understand all the available options throughout the life-cycle of your cloud service?
- Does your business lack the resource, expertise and capability to effectively manage business critical cloud services?
- Do you want to leverage the capability of an award winning managed services provider?

## Why CloudCare?

### 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.

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

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