



CASE STUDY

**LEARN HOW CDW TURNED ITS
CUSTOMERS ONTO MANAGED IT
SERVICES THROUGH COLOCATION AND
REMOTE HANDS FROM SUMMIT.**

A CASE STUDY BY
SUMMIT

COMPANY:

CDW

DESCRIPTION:

CDW is a Fortune 500 company and multi-brand technology solutions provider to business, government, education and healthcare organizations.

INDUSTRY:

IT

SUMMIT PRODUCTS:

Managed Services, Remote Hands



CHALLENGE

CDW is headquartered in Chicago, but back in 2010, its closest data center facility was in Madison.



We were taking our Chicago-area clients on tours up in Wisconsin. The drives were painfully long.

— Project Manager at CDW



CDW decided to ask Digital Realty (then DuPont Fabros Technology) for a recommendation on local colocation space. Aside from wanting to be closer to Chicago, CDW wanted to do away with CapEx and instead focus on the OpEx of using someone else's facility. Digital Realty introduced CDW to Summit, and the companies were an instant fit:



When we were looking at providers, [Summit] was the only one to run their data centers the way CDW wanted. Our clients expect the same level of service they get at CDW facilities, and man do they get it at [Summit].

— Project Manager at CDW



SOLUTION

Summit provides CDW with a first-class data center facility located much closer to its headquarters. In addition to premium Colocation space, Summit provides 10 hours/month of Remote Hands services to CDW.



We had a lot of clients that weren't traditionally services clients until we moved in with [Summit]. They wanted the benefit of services provided in a first-class data center.

— Project Manager at CDW



Any time CDW needs a server component swapped out or upgraded, Summit already has replacement parts on site and a team ready to do the work.



[Summit] keeps a huge amount of spare equipment on site, like cabling and PDUs. Partnering with somebody who can give us sparing, cabling, and Remote Hands assistance is important to us.

— Project Manager at CDW



RESULTS

CDW is constantly growing its services business in Chicago and expects to continue its long relationship with Summit.



We've never had a request that [Summit] couldn't meet. Sometimes it feels like we're coaching other providers. But with [Summit]'s staff, we just hand it over.

— Project Manager at CDW

