

# We deliver consistent support to solve challenges in your Microsoft education ecosystem.

## Amplified Support for Microsoft 365 for Education | Basic



Amplified Support for Microsoft 365 Education | Basic provides comprehensive support to enhance the digital experience for educational institutions using Microsoft 365 Education. Our team of experts offers valuable resources and insights to resolve issues, implement best practices and manage your M365 Education ecosystem throughout the year. This service ensures improved security, efficient management and quick resolution of technical issues, allowing institutions to focus on their core educational mission while we handle the technical complexities. Invest in this service for a secure, efficient and productive educational environment.

Amplified Support for Microsoft 365 for Education | Basic can help you achieve:



### Finding the Right Solution

Amplified Support for Microsoft 365 Education | Basic includes comprehensive support services designed to enhance the digital experience for educational institutions. The service features unlimited support throughout the year, high-level service overviews and education-specific support.

#### Main Characteristics:

- 24-hour response time for support requests.
- Remote delivery of services.
- Access to Microsoft Education IT experts.

#### Advantages and Benefits:

- Enhanced security practices tailored to educational needs.
- Efficient management of the M365 Education environment.
- Quick resolution of technical issues.
- Access to expert guidance and resources.

Why CDW? CDW is best in class due to its team of Microsoft 365 Education IT experts, fully backed by Microsoft Education. We provide valuable resources and insights to help institutions maximize their M365 Education ecosystem.

CDW's full lifecycle of Services can support your organization no matter where you are on your journey



## CDW Education

CDW is a trusted partner with extensive experience in delivering Microsoft 365 Education solutions. Our team of Microsoft Education IT experts is fully backed by Microsoft, ensuring top-tier support and insights.

#### Capabilities:

- **Expert Guidance:** Our experts provide valuable resources and insights to help educational institutions maximize their M365 Education ecosystem.
- **Comprehensive Support:** We offer unlimited support throughout the year, tailored to the unique needs of educational institutions.
- **Proven Track Record:** CDW has a history of successful partnerships with educational institutions, enhancing their digital experience and security practices.

#### Why Buy?

- **Enhanced Security:** Implement best practices for educational security.
- **Efficient Management:** Streamline your M365 Education environment.
- **Proactive Support:** Managed services often include ongoing maintenance and monitoring, which can prevent issues before they arise.



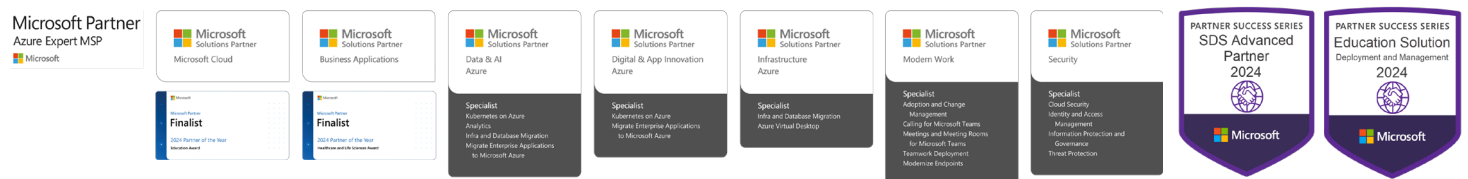
## Support Overview

The following comparison chart shares the offerings available for both CTS (CDW Technology Support) for Microsoft and Amplified Support for Microsoft 365 for Education. Amplified Support for Microsoft 365 Education is a compliment to CTS for Microsoft:

Support Offering	CTS for Microsoft	Amplified Support for Microsoft 365 for Education   Basic
Highly responsive 24-hour, next operating standard business day, SLA		✓
Education-specific support		✓
1:1 outcome-based sessions	✓	✓
On-demand support tickets for your technical staff	✓	✓
Priority escalations of support tickets to Microsoft	✓	✓
Inscope	✓	
Microsoft Server and it's components	✓	
EoL Products	✓	
Microsoft Dynamics	✓	
Azure	✓	✓ (e.g., Google to Entra ID federation only)
Office365 and its components	✓	✓ (Edu e.g., OneNote for the Classroom)
Exchange	✓	
Annual block of labor hours (one-time purchase fee)	✓	
Annual subscription (unlimited support)		✓
Microsoft 365 Education apps		✓
Teams for Education		✓
School data sync		✓
Learning accelerators		✓
Learning technology integration		✓
<b>Inclusive list</b> of M365 Education support offerings		✓

## Earned Certifications

CDW is a Microsoft Solutions Partner and has earned the following recognition:



**To learn more about Amplified Support for Microsoft Education | Basic, contact your account manager or call 800.800.4239.**

