

A MESSAGE TO OUR CUSTOMERS

In these unprecedented and complex times, CDW remains committed to serving our customers – especially those on the frontline of the COVID-19 crisis. As the COVID-19 outbreak continues to evolve, CDW remains focused on ensuring we are prepared for all potential challenges the future may bring. Our primary objective is to serve customers as usual, minimising and – where possible – eliminating any anticipated risk to current offerings and service levels.

Supporting Essential Services

Having recognised the role of technology during this crisis, CDW has prioritised supporting the NHS and other public sector organisations. We have deployed our team of experts to advise, support and provide fast response to customers who are carrying out the most critical work. This has included mobilising urgent work-from-home strategies, quickly rolling out remote connections, significantly accelerating the timelines of projects, and expanding the implementation of digital tools in NHS hospitals to ensure they can continue treating patients.

Our Managed Services team has prioritised NHS, police, mental health and other essential organisations to ensure rapid escalation and urgent response to their needs via our service desk. These teams are working around the clock to support public sector workers in their use of new technologies, while ensuring that cloud services are available for additional capacity. Our Professional Services team has redesigned and expanded solutions for numerous NHS and public sector customers, allowing them to continue to support their end users to ensure they can provide crucial frontline public services.

Managing an Evolving Situation

In these uncertain times, we recognise the importance of speed in our response. That's why we have implemented supply chain changes that prioritise customers in the public sector and other key industries, such as food service and ventilator manufacturing. Many of our NHS and local council customers, who require to scale quickly, have needed to become more agile, and we have moved to ship and deliver equipment from our National Distribution Centre at pace while being mindful of our customers' evolving needs.

We are closely following government guidelines in every country across our global supply chain, helping support individual customers with their needs while providing local guidance in all geographies. This counsel to customers on the impact of COVID-19 on supply has helped them manage the situation as confidently as possible.

In response to government guidelines, 90% of our staff are now working from home. During all of this, our teams have gone above and beyond, working tirelessly to ensure our customers can continue to run their business with minimal disruption.

We are grateful for the incredible effort and teamwork shown by our coworkers, partners and customers over the past few weeks – collaborating with and supporting one another has become more important than ever. We thank our coworkers as they adjust to a new way of working while maintaining the same excellent service for our customers.

info@uk.cdw.com | 020 7791 6000

