WE GET

HEALTHCARE

INNOVATION.

See how we can help orchestrate an innovative, end-to-end healthcare solution for your organization, whether you're a large health system or stand-alone facility.

CDW PEOPLE WHO GET IT®

HEALTHCARE

ELEVATING THE CARE CONTINUUM WITH DIGITAL TECHNOLOGY

The healthcare industry is in the midst of a digital revolution. Technology innovation impacts patient care like never before. From an influx of AI, machine learning and blockchain tools, to increased mergers and acquisitions, today's healthcare organizations face unprecedented challenges and opportunities to leverage next-generation IT to unite the full continuum of care.

That's why, at CDW, we offer you the solutions and support you need to embrace the latest industry trends and initiatives, including transforming the patient experience, enabling clinicians, improving security and risk management, and preparing for the future. We can advise you on the right IT path to take and help you select the best technologies, tools and services to advance your healthcare mission and keep patients at the forefront.

CDW has been a trusted IT partner to 15,000+ healthcare organizations for more than 30 years, including:

- Hospitals
- Physician practices
- Senior care communities
- Health systems
- Home care providers
- Memory care providers

CDW Healthcare hosted a focus group of 25 CHIME CIOs who said that healthcare innovation is occurring in 3 key focal areas:

- Patient experience & engagement
- Business & operational efficiency
- Clinician workflow enhancement & education

COMPREHENSIVE HEALTHCARE EXPERTISE

Whether you're looking to upgrade your EHR, redesign your infrastructure, improve care delivery at the bedside or elevate the home health patient experience, we can help you achieve your goals. Our dedicated healthcare account managers and specialized healthcare solution architects leverage software, hardware and comprehensive services to help you create a customized solution that leads to more positive patient experiences, higher-quality care and more efficient clinical workflows.

WE GET HEALTHCARE

We've been addressing healthcare IT for more than 30 years, so we understand the nuances of leveraging technology in the care arena, whether you're a large hospital, small doctor's office or anything in between. In addition, we've been affiliated with HIMSS for over 10 years and CHIME for nearly a decade, and cultivate partnerships with the world's leading IT innovators. And because we're the largest technology solutions provider in the U.S., we give you access to 1,000+ brands and 100,000+ products to ensure you get the most out of your IT investment.

Commitment to GPOs

CDW Healthcare is a contracted supplier to the industry's top group purchasing organizations, including Vizient, Intalere, Premier and HealthTrust.

25 CIOs at the CHIME18 Fall CIO Forum told CDW Healthcare that these are the areas where healthcare CIOs are making their biggest investments in emerging technologies:

Current		Next 12–24 Months		Long Term (24–48 Months)	
100%	Security enhancements/EHR updates	50%	Machine learning	58%	Augmented reality/virtual reality
73%	Analytics/Big Data	38%	Remote patient monitoring	50%	Blockchain
65%	Cloud computing (65%)	35%	Internet of Things	42%	Artificial intelligence

SOLUTION:

ANYTIME, ANYWHERE HEALTHCARE

WE GET MOBILITY UNDERSCORES MODERN CARE

CDW Healthcare offers the devices, applications, connectivity, security and management to help organizations achieve seamless mobility, including wireless data access at the point of care and mobile device connectivity that extends beyond facility walls and securely connects visitors, patients, physicians and clinicians:

MOBILE DEVICES:

From smartphones to tablets and notebooks, the right portable device is crucial to healthcare workflow across the organization.

DAAS:

DaaS (Device as a Service) gives your organization fully supported, customized devices for a monthly subscription fee. We'll take care of managing technology refreshes, securing your devices, procuring management software, providing help desk services and recycling devices.

WIRELESS NETWORKING AND WORKFLOW:

Swift, seamless, secure access to data through an integrated wireless infrastructure is crucial to improving patient care and enabling real-time data recall while helping to reduce medical errors.

WIRELESS NETWORK SITE SURVEY:

Determine if there are any obstacles to optimal wireless access via mobile devices.

MOBILE SECURITY:

Get help setting up your own automated tracking of mobile assets and enforcement of mobility policies for more stringent control and security of devices and data.

CUSTOMER SNAPSHOT

CAMELLIA HOME HEALTH & HOSPICE

Camellia Home Health & Hospice recognized the value of giving its highly mobile clinicians the ability to electronically access and capture data at the point of care in their patients' homes.

"We wanted everything to be as easy and transparent to our end users as possible, but communication between the tablets and our servers posed a big problem. And being in a rural area, we had to jump through a lot of hoops to make sure everybody had enough connectivity. ... With the technology we've gained through our relationship with CDW Healthcare, we've become a very efficient, cutting-edge company, while maintaining the same small-town relationship with all our patients and clinicians."

Chief Information Officer
Camellia Home Health & Hospice

WE GET THE REAL VALUE OF VIRTUAL CARE

Patient care doesn't stop when a patient leaves the hospital or clinic. Distance constraints shouldn't impede access to quality care. That's why CDW Healthcare lets providers enhance engagement, increase satisfaction and empower patients to manage their own care remotely with offerings that help improve patient-care team connections, bolster patient outcomes and reduce hospital readmissions.

SOLUTIONS:

Virtual care, remote patient monitoring and overall telehealth technologies.

UNIFIED COMMUNICATIONS (UC) ASSESSMENT:

To help your organization improve interaction, collaboration and workflow, we examine your current voice solution — including supporting hardware and LAN/WAN design — and provide guidance on how best to transition to the right IP-based, fully integrated UC solution.

WE GET TECHNOLOGY AT THE POINT OF CARE

The point of care is wherever the patient is. CDW Healthcare provides organizations and caregivers with access to tools that increase productivity, flexibility and engagement — from hospital to home:

SOLUTIONS:

Medical administration, patient room, and core EHR systems/applications support.

POC ASSESSMENT:

Through an in-depth point-of-care review, we examine your current approach to make sure your existing IT configuration can support anytime, anywhere patient data demands.
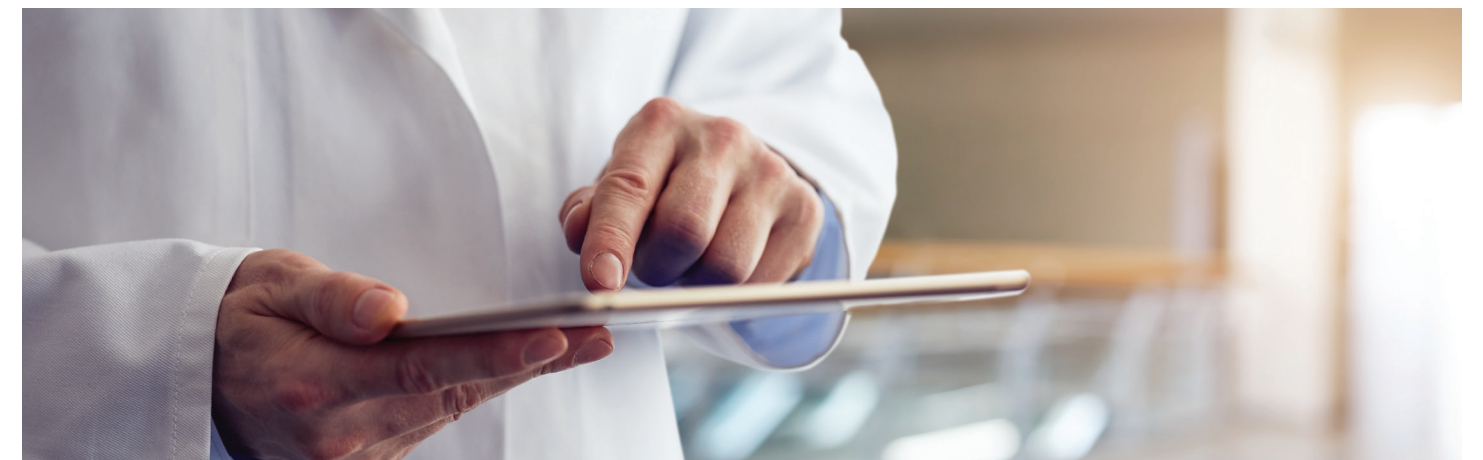
Over 96% of health systems plan to expand their virtual care offerings.

Source: healthcarefinancenews.com, "Over 96 Percent of Health Systems Plan to Expand Virtual Care, New Survey Shows," February 6, 2019

In 2015, there were just over 1 million telehealth patients. By 2018, that number rose to 7 million.

Source: forbes.com, "Top 6 Digital Transformation Trends in Healthcare for 2019," January 3, 2019

SOLUTIONS:
ENHANCING COLLABORATION AND THE PATIENT EXPERIENCE

WE GET PATIENT DATA MANAGEMENT STREAMLINES CARE

Patient data management is a cornerstone of quality care. With CDW Healthcare, providers can ensure the right data is accessed in real time, can extend data access beyond EHRs to portals, mobile devices and Health Information Exchanges, and can protect and seamlessly transfer information across the organization. This ultimately improves data storage and transfer, as well as streamlines data access to promote improved clinician-patient collaboration.

WE GET VISUAL SOLUTIONS ENHANCE COMMUNICATION

When it comes to communication, clarity is key. CDW Healthcare offers the tools and support necessary to get your message across, whether to aid with diagnosis explanations, assist loved ones in navigating the hospital, or speed information when and where it needs to be shared. Available technologies include medical displays, mounted AV equipment, patient and staff communication and wayfinding solutions.

WE GET THE INTERNET OF MEDICAL THINGS IS UPON US

Today's healthcare technology is digital and connected. But how do you ensure seamless integration and device protection? CDW Healthcare can help you formulate a digital transformation strategy that leverages IoT data, connects clinician devices, lightens the burden on IT staff, and translates patient care goals into achievable results. Our Envisioning Workshop is a complimentary half- to full-day facilitated whiteboarding session where we assess your current situation and desired outcomes, and then build a roadmap. We help you select from a range of components, including remote patient monitoring, wearables, sensors and networking.

CUSTOMER SNAPSHOT

PARKVIEW HEALTH SYSTEM

Parkview Health System's new facility integrated robust infrastructure, a high-speed, high-capacity network, and thousands of mobile and stationary devices to provide real-time point-of-care access to critical patient data.

"We have fiber connectivity to forty-two closets throughout the facility, each one with two switch stacks in it — one for regular traffic and one for critical, high-priority patient traffic. We leveraged CDW Healthcare for a substantial amount of design, including the virtual local area network assignment and determining the size of the switch stacks."

Senior Network Engineer
Parkview Health System

SOLUTION:
SECURE, ALWAYS-ON PATIENT DATA

WE GET SECURITY PROTECTS PATIENTS AND PROVIDERS

Protecting patients, networks, devices and patient data is top of mind for every provider. That's why CDW Healthcare arms organizations with what they need to mitigate security risks, increase visibility into network vulnerabilities, and better prepare for the evolving threat landscape:

CDW THREAT CHECK:

Get started with this quick, complimentary service that identifies and reports unknown and unwanted security vulnerabilities by leveraging a custom-configured device that passively monitors select portions of your infrastructure.

ACCESS AND IDENTITY MANAGEMENT:

Provides the right people with the right access, verifies identity and ensures compliance with security policies to better protect the network from threats originating both outside and within your healthcare organization.

DATA LOSS PREVENTION:

Ensures sensitive data remains secure by determining what data needs to be kept within your walls and then enforcing limits on that data's range of movement. Also helps identify your most critical data and its network locations, and flags data handled in a manner deviating from your established security policies.

ENCRYPTION:

Protects lost or stolen data from unauthorized access by keeping data encoded.

ENDPOINT PROTECTION:

Software runs on end-user devices to provide anti-malware, firewall, host-based intrusion prevention and other security-related services.

PENETRATION TESTING:

Our team performs "ethical hacking" to identify vulnerabilities that cannot be found without significant manual analysis of poor passwords and chain-of-trust issues.

CUSTOMER QUOTE

SALUD FAMILY HEALTH CENTERS

"Now we have antivirus software that stops malware and viruses, but can also do a number of other things, including remotely encrypt endpoints."

Senior Systems Administrator
Salud Family Health Centers

According to the Office for Civil Rights at the US Department of Health and Human Services, approximately 15% of healthcare providers that reported a breach due to a hacking/IT incident in the past 24 months were from hospital systems

Source: 2019 HIMSS Cybersecurity Survey

SOLUTION:
INFRASTRUCTURE MODERNIZATION
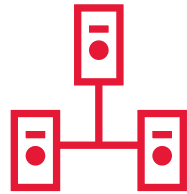
WE GET THE INFRASTRUCTURE IS YOUR OPERATIONAL BACKBONE

Uninterrupted network availability and stringent security are non-negotiable for healthcare organizations, where patient lives can depend on immediate, secure access to critical data. From connecting the data center with hospitals and practices to elevating data availability within the walls of the hospital itself, having the right hardware and software components is key. That's why we work with organizations to help them achieve a solid, scalable and flexible infrastructure that supports optimal uptime, seamless connectivity and prioritized network traffic:

INFRASTRUCTURE OPTIMIZATION:

We help you better manage IT resources, including physical floor and cabinet space, power and cooling, networks and cabling, physical servers and storage, real-time location systems and other hardware and software management tools, as well as virtualization and hyperconverged rollouts.

DATA CENTER ASSESSMENT:

This customized engagement reviews current compute, storage, power and networking configuration to determine how best to revamp your data center to optimally align with current and future demands.

NETWORK SECURITY ASSESSMENT:

Comprehensive security assessments to identify your security needs and ensure your security is always on, as well as ensure you're in alignment with regulatory compliance mandates including Meaningful Use, HIPAA and HITECH.

CUSTOMER SNAPSHOT

HALIFAX HEALTH

CDW Healthcare helped build a single wireless network that provided both guest and employee access without impacting performance.

"If we go down for 20 minutes, it's very disruptive. When it comes to keeping a hospital operational, it's a very big deal today more than it was three or four years ago because we are so electronic. We really had the paradigm shift in IT when we replaced our wireless network. Four years ago, we had two disparate wireless networks."

VP and CEO
Halifax Health

WE GET CLOUD IMPROVES DATA ACCESSIBILITY

Modern healthcare organizations must be flexible, agile and prepared. CDW Healthcare's cloud offerings help organizations choose between public, private and hybrid models, select the right security approach, and achieve the right environment to enable better collaboration and improved data access:

CLOUD SOLUTIONS:

Healthcare organizations can leverage the cloud for anything from storage/backup to colocation and security to productivity software. Our cloud offerings help you minimize risk to transition the workloads that are most viable in the cloud.

CDW CLOUD CONSULTING SERVICES:

Choose from three levels of engagement where we provide the expertise and guidance you need to help map out a straightforward cloud strategy that prioritizes your individual needs and long-term goals.

MANAGED CLOUD SERVICES:

We specialize in migrating, integrating and managing cloud services so your organization can focus on its core mission rather than IT operations. We offer professionally managed services whether your infrastructure is on-premises, in the cloud or a hybrid platform.

According to a West Monroe Partners report, as of April 2018 35% of healthcare organizations housed more than 50% of their data or infrastructure in the cloud

Source: beckershospitalreview.com, "Report: Healthcare Industry Leads in Cloud Adoption," April 9, 2018

WE GET SERVICES & SUPPORT

We understand you need more than technology — you need a partner who can provide knowledgeable guidance, respond quickly to your questions and help maintain your hardware and software for optimal performance. You can work closely with your dedicated CDW Healthcare account manager to access our broad spectrum of services. Let us help your organization assess, design, deploy and manage the best solutions for your specific needs, whether tied to digital transformation, security, clinical collaboration or another IT initiative, ultimately enabling you to mitigate risk and better control costs. Our goal is to help you maximize ROI and ensure your technology investment continues to add value to your organization well into the future.

LIFECYCLE ASSET MANAGEMENT (LAM)

As an overarching strategic practice, lifecycle asset management enables organizations to manage their IT assets on an ongoing basis so they can reduce security vulnerabilities, optimize costs and maintain license compliance. Our experts are available at any stage, whether through point-in-time discovery, technology guidance or long-term LAM services.

CONFIGURATION

We can customize your technology solutions to your precise specifications in CDW's Configuration Centers — from simple installations and device activation to highly complex network operation system installation and buy and hold configurations.

PRODUCT SUPPORT

If you're resource-strapped, CDW Healthcare can offer your IT team extra support through onsite staffing and training. We also can help protect the life span of your technology with maintenance contracts and, when the end is near, provide proper asset disposal.

ASSESSMENT/PLANNING/DESIGN

Assessments provide the foundation for an effective IT strategy. CDW Healthcare technology specialists consult and collaborate with your team to evaluate your existing infrastructure and help ensure it can grow with your expanding technology requirements.

INSTALLATION/DEPLOYMENT

Our installation services ensure your new technology is up and running as fast as possible. An engineer can be onsite to help you with all facets of installation, making sure your technology is connected and working properly, and that all components are talking to your network.

CUSTOMER RELATIONS

You can contact our customer relations staff directly or through your account manager to resolve problems. Customer Relations' standard hours are 7 a.m. to 9 p.m., Monday through Friday. They also track lost packages, submit claims to carriers, handle return merchandise authorizations (RMAs), and send out replacements for damaged or defective products.

HOSTING AND MANAGED SERVICES

Efficient and economical, we can protect your operations with a full range of services, whether your technology is located on your premises or in our Enterprise Command Center.

ONLINE SUPPORT

CDW's online support — including live chat — is available through your own personalized My Account feature on CDW.com, which provides 24/7/365 access to your latest order and purchase information and the real-time status of your account team.

E-PROCUREMENT INTEGRATION SERVICES

Seamlessly connect your preferred procurement system through integrations with third-party partners. Whether you already have an eProcurement partner or are just getting started, our experts offer free integrations and advice as well as a turnkey solution for existing ERP/SRM and marketplace partners.

TOLL-FREE TECHNICAL SUPPORT

CDW's 24/7/365 U.S.-based toll-free technical support help line is staffed by Level One associates who are CompTIA-certified and hold, at a minimum, A+ and Network+ certifications. Our average call-to-answer is less than 60 seconds and we offer support for computers, peripherals and operating systems for five years from their date of purchase.

Distribution Vernon Hills, Ill., Rugby, U.K., Las Vegas, Nev.	2 State-of-the-art distribution centers	Ability to do onsite assessments and implementations	150 Shipping to more than 150 countries	ISO International Organization for Standardization (ISO) 9001, 14001, 27001 and 28000 certified

U.S.

1 MILLION square feet of distribution space	50,000 square feet in configuration space	8,000 configurations/day (12,000 capacity)

INTERNATIONAL

120,000 square feet of distribution space	20,000 square feet in configuration space	30,000 square-foot service center

CDW HEALTHCARE BREADTH OF PARTNERSHIPS

As a top partner for the industry's leading hardware and software providers, we're able to offer a variety of solutions and services to meet your unique healthcare IT needs. With CDW, you get the best technology choices, and we leverage our expertise to help you evaluate solutions that will best integrate with your healthcare environment.

PARTNERS

CDW AWARDS

- No. 189 on Fortune 500 list of America's Largest Corporations — Fortune magazine (2018)
- No. 53 on Best for Vets: Employer — Military Times (2018)
- No. 26 on Best Places to Work in IT — Computerworld (2018)
- No. 137 on America's Best Employers — Forbes magazine (2018)
- No. 5 on CRN Solution Provider 500 (2018)
- Aruba North American Partner of the Year (2018, 2017)
- ASA Technology and Aging Award (2018)
- Cisco U.S. Collaboration Partner of the Year (2018)
- Cisco Global Architectural Excellence Partner of the Year: Security (2018)
- Citrix Americas Commercial Partner of the Year (2018)
- Citrix Americas Public Sector Partner of the Year (2018)
- IBM North America Top Strategic Business Partner Leadership Award (2018)
- Microsoft Gold Level Excellence in Operations Award (2018)
- Microsoft U.S. Partner Award for Microsoft 365 Powered Device (2018)
- NetApp Cloud Infrastructure Partner of the Year (2018)
- Nutanix Global Partner of the Year (2018)

CDW RATINGS AND CERTIFICATIONS

- D&B 5A1 — highest credit rating
- ISO Certified: 27001 (Information Security), 9001 (Quality), 28000 (Secure Supply Chain) and 14001 (Environmental)

CDW INDUSTRY ASSOCIATIONS

ARGENTUM
EXTENDING SENIOR LIVING

ASA
American Society on Aging

CHIME FOUNDATION

HIMSS North America
DIAMOND
Corporate Member

LeadingAge CAST
center for aging services technologies

Thrive

Learn more from CDW Healthcare experts by reading their blogs at
HealthTechMagazine.net/monITor

Whatever your healthcare organization's technology goals, CDW is here to help you achieve them.

If you have any questions or are ready to begin transforming IT across your care continuum, contact your CDW account manager or visit CDW.com/healthcare today.

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