

# Case Study



Learn how CDW turned its customers onto managed IT services through Colocation and Remote Hands from Summit.

## COMPANY DESCRIPTION:

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

## INDUSTRY:

IT

## SUMMIT PRODUCTS:

COLOCATION

REMOTE HANDS

# Challenge

CDW is headquartered in [Chicago](#), but back in 2010, its closest data center facility was in [Madison](#).

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:

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

- PROJECT MANAGER AT CDW

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

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**

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**

# 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**



See what you'll save by moving your IT operations to Summit.

CONTACT US

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