



# Professional Services Catalog



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# Why D&H Professional Services?

D&H Professional Services offer comprehensive end-to-end solutions to help supplement your existing expertise. Our robust services portfolio provides added value through deep industry expertise, national reach, and on-demand resources to create customer loyalty and enhance profitability. Our focus to design and manage solutions to expand our partners capabilities can impact organic growth, produce new profitable revenue streams, and act as your differentiator in a highly competitive market. Offering a full solution can offset low hardware margins and promote a healthy margin mix. Leverage D&H Professional Services to expand your company's capabilities by augmenting your services practice with our team of experts!

## PILLARS



Contact [ProServices@dandh.com](mailto:ProServices@dandh.com) or visit [www.dandh.com/Services](http://www.dandh.com/Services).



## Integration Services

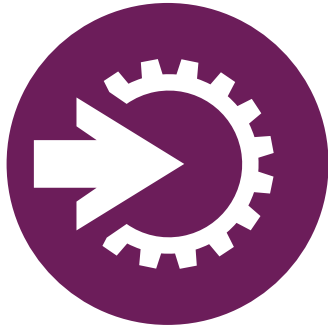


As the transformation from onsite to online continues to be the common means of working and learning, technology needs to be delivered to remote workers and educators as quickly and effectively as possible. D&H Integration Services provide customers with turnkey solutions that are shipped directly from our state-of-the-art integration center. You can augment capacity, eliminate additional shipping costs, and deliver out-of-the-box product to your customers.

- White Glove Chrome Enrollment & Zero Touch
- Microsoft Autopilot Imaging and Application Deployment
- Custom Microsoft Imaging
- Asset Tagging and Reporting
- Custom Labeling
- Laser Etching – Logo and Messaging
- Custom Logo Design
- Application Integration
- High-touch Project Staging and Kitting
- Hardware and Software Configuration
- Green Shipping and Waste Removal
- Computer Memory Upgrade

Contact [ProServices@dandh.com](mailto:ProServices@dandh.com) or visit [www.dandh.com/Services](http://www.dandh.com/Services).

# Custom Project and Installation Services



D&H understands that every business has its own set of unique challenges. That's why we provide our partners with solutions that will meet your specific needs with our Custom Projects and Nationwide Installation Services. Our industry experts and certified technology specialists can build custom solutions for any business need.

## Custom Services:

- Software and Cloud Migrations
- Application Deployment
- Hardware and Software Configurations
- Data Center Networking
- Virtualization
- Connectivity
- Mobility and Customized Statements of Work (SOW)

## Consulting and Assessments:

- Services
  - Security
  - Networking
  - Datacenter
  - Connectivity
  - Unified Communications
- Consulting on technologies including:
  - Microsoft Azure
  - Cisco
  - Google Chrome

## Onsite Technology Install and Break/Fix:

- Multi-site Deployments
- Rack and Stack
- Site Surveys
- ProAV Design and Installation
- Break/Fix Remediation



Contact [ProServices@dandh.com](mailto:ProServices@dandh.com) or visit [www.dandh.com/Services](http://www.dandh.com/Services).



## Everything-as-a-Service (XaaS)



Are you ready to scale your business through technology enablement, recurring revenue streams and optimized costs? Then now is the perfect time to provide your clients with Everything-as-a-Service (XaaS). By bundling hardware, software, and managed services, you can build customizable and comprehensive solutions for your clients that guarantee a recurring revenue stream.

Device-as-a-Service (DaaS) + Software-as-a-Service (SaaS) + Managed Services  
**= XaaS**

Contact [CloudSolutions@dandh.com](mailto:CloudSolutions@dandh.com) or visit [www.dandh.com/Cloud](http://www.dandh.com/Cloud) for more information.

## Device-as-a-Service (DaaS)

### Selection of Devices

- Tablets
- 2-in-1
- Laptops and Notebooks
- Workstations
- Desktops

### Modern PC Refresh

- Built-in to program
- Empowering profitability
- Increases customer satisfaction and retention
- More secure work
- Increased performance
- Reduced cost

### White Glove Services

- Imaging and asset tagging
- Chrome White Glove
- Windows Autopilot
- On-Site Device Deployment
- On-Site Device Decommission

### End-to-End Lifecycle Support

- 24/7 Technical Support
- Break/Fix and Replacement
- On-Site Maintenance

### Value Optimization

- Device purchasing as an Operating Expense (OPEX)
- Single Contract, per device monthly cost
- 24 or 36-month terms
- Planning and procurement
- Workforce flexibility
- Built-in Refreshes

## Software-as-a-Service (SaaS)

- Migration
- Virtual Desktop
- Backup & Archiving
- Unified Communications
- Business Applications
- Connectivity
- Endpoint Security
- Collaboration



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## D&H Managed Services



Be the single source for all your client's managed service needs. Organizations are looking for ways to increase efficiency, provide better security, and reduce expenses on costly business operations and infrastructure. Our team of industry experts are ready to provide your clients with the tools and services they need to work efficiently and safely from anywhere.

### D&H Managed Help Desk Services

#### *Unlimited Expert Support to Enable Work from Anywhere*

The D&H Managed Help Desk Service offers 24/7 real-time assistance for end users. Our team of technology experts will provide unlimited technical support and training, install and configure antivirus software, diagnose and remove viruses, and more. Simply call or chat and we'll provide on-demand support to help solve technical issues.



Contact [ProServices@dandh.com](mailto:ProServices@dandh.com) or visit [www.dandh.com/Services](http://www.dandh.com/Services).



## D&H Managed Device Patching Services

### *Cost-effective, Managed Approach to Protect and Update Your Devices*

Our multi-vendor patch management tool with focused staff and proven processes, deploys critical patches on your devices, ensuring compliance and protection against attacks that target these vulnerabilities. We manage the deployment and installation of security patches so that you can focus on more important business objectives.



## D&H Managed Device Services

### *Real-time Monitoring for All Your Devices*

Monitoring and Management provides anytime, anywhere monitoring for your systems coupled with powerful automated and manned response to provide meaningful remediation for detected faults, whether security or performance related.

Our agent-based approach allows for visibility on systems whether they are on or off the corporate network. As long as your device can see the Internet, you can manage it, even if the user is away from their desk.



## D&H Managed Device Security Services

### *Protect Your Employees Wherever They Are*

Traditional antivirus can no longer keep up with today's emerging insidious threats. Having a firewall is simply not enough. SentinelOne's sophisticated end point protection software combined with 24/7/365 expert monitoring delivers a complete and robust end point protection and response package. After deploying the protection software, our Security Operations Center monitors the devices 24x7 and responds to alerts that are raised, manages updates, and verifies that all devices are scanned regularly.



## D&H Managed Infrastructure

### *Keep Your Employees Connected*

Infrastructure is a costly business expense and managing it requires a large amount of time and energy. With D&H Managed Infrastructure, we provide the infrastructure services your clients need at a reduced price point. With technical support for unified communications, route/switch, carrier services, and security, our team has the skills and expertise to help your clients increase productivity and efficiency.



Contact [ProServices@dandh.com](mailto:ProServices@dandh.com) or visit [www.dandh.com/Services](http://www.dandh.com/Services).