



CASE STORY



Client

CDW

CDW
TRANSFORMS
END USER
EXPERIENCE
WITH ONEiO

DELIVERING
INTEGRATED IT
SOLUTIONS TO
MORE THAN 80
COUNTRIES

TRANSFORMING
EMPLOYEE AND
CUSTOMER
EXPERIENCE

DECREASING
MAINTENANCE
AND SUPPORT
OVERHEAD COST

CDW is a leading multi-brand technology solutions provider to business, government, education and healthcare customers. Providing customers hands-on assistance with technology via managed services and professional services has been central to CDW's focus on serving the IT needs of customers for more than 20 years. Today, CDW delivers integrated IT solutions in more than 80 countries around the globe.

CDW has chosen ONEiO as their integration solution to seamlessly integrate its new service desk, field management and ERP systems into one process entity; transforming their employee and customer experience as well as decreasing maintenance and support overhead caused by traditional custom-made point-to-point integrations. Utilising ONEiO to integrate CDW suppliers and customers will follow.

ONEiO iPaaS, a subscription-based next generation integration platform, for buyers and providers of IT and other business services. ONEiO enables ecosystem of people, applications, processes and suppliers filling the gap between customers and internal teams, as well as external service providers.

"ONEiO will allow CDW to maintain our agile approach; delivering our customers' needs directly to their fingertips. It will provide that seamless, one pane view for the customer to have the data they need in the system of their choice, no matter what services they take from us",

– Dan Peacock, Managed Services Project Lead, CDW

"I'm really excited about cooperation with CDW, who have a strong track record as a forerunner and a trusted advisor for their clients, reflected in CDW's ever-evolving portfolio of relevant services to help customers achieve and amplify their business outcomes." says ONEiO's CEO and Co-founder Juha Berghäll. "ONEiO is a perfect solution for service providers who want to focus on their core businesses and ensure exceptional customer experience across their service delivery" he continued.