

## Agreement Highlights

### CDW Desktop Products

- [M Series Tower Desktops](#)
- [Tiny \(Micro\) Desktops](#)
- [Small Form Factor Desktops](#)
- [All-in-Ones](#)
- [Thin Clients](#)

### Other Products

- Displays
- Monitors
- Power Supply
- Storage
- Servers
- Printers
- Projectors
- Scanners
- Smart TVs

### CDW Mobile Products & Laptops

- [ThinkPad T, X, L & E-Series Laptops](#)
- [ThinkPad Yoga 4-in-1 Multimode Convertibles](#)
- [ThinkPad Tablets](#)



For additional product details contact your [CDW Executive](#).



### Services

- Asset Management
- White Glove Services
- Configuration Services & Image Management
- Lifecycle Management Services
- Managed Deployment Services
- Planning & Warehousing Services
- [Zero Touch Services](#)

### Customer Learning Opportunities

- Lenovo LANSchool
- Lenovo Customer Centre Classroom
- On-Site Skills Transfer delivered by Lenovo Solutions Architect
- CDW & Ergotron Seed Unit Program
- CDW Red Carpet Event
- Lenovo Regional Customer Events



## Customer Support

### OECM

Dedicated Customer Support Team to help set up and manage your business requirements, performance management & reporting.

### CDW

Dedicated Account Team. Easy access to CDW Customer Care and technical support by phone, [online](#) chat or email.

## Agreement Highlights

### Efficient Customer Focused Ordering and Logistics

- Access to CDW's convenient and easy-to-use, online ordering site along with traditional methods (phone, fax, email)
- Flexible delivery options
- [Lenovo's deployment optimization](#) includes services, such as:
  - Smart Image
  - First Boot Services
  - Advanced Deployment Services

### Sustainability

- CDW's **beGREEN Mission** is to foster a culture of environmental responsibility by facilitating change on how CDW's operations impact the environment.
- Sustainable shipping practices and 100% Recyclable Packaging
- Numerous recycling programs for paper, aluminum, glass and plastic, packaging and shrink wrap, batteries and toner, to name a few.

### Master Agreement

- **For a copy of the Master Agreement, please contact OECM [Customer Support Team](#).**

### Performance Management

- OECM and CDW have established a performance management scorecard with KPI and SLA metrics. More details available in the Master Agreement.

## Agreement Term

**Effective Date:** March 1, 2017

**Expiry Date:** November 1, 2025 (Note: there are no extension periods remaining)

**For more detailed information on CDW's End-User Computing Devices and Services, visit our [EUC Agreement page](#).**

### Contact Us:



**Customer Support Team**  
1-844-OECM-900  
(1-844-632-6900)  
[customersupport@oecm.ca](mailto:customersupport@oecm.ca)

**Nicole Wieser**  
Business Development Strategist  
866-685-0125  
[oecm@cdw.ca](mailto:oecm@cdw.ca)

