



# CDW Documentation

## CDW AI Consult and Assess

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AI Strategy and Implementation involve helping businesses craft their AI strategy and develop industry and process-specific solutions. This includes evaluating the current state of AI adoption and identifying gaps and opportunities, creating a strategic plan for AI integration with short-term and long-term goals, providing training and development programs to upskill employees in AI technologies, and navigating the legal and ethical aspects of AI implementation to ensure compliance and responsible AI practices.

AI Integration emphasizes the importance of aligning AI initiatives across the organization to unlock new revenue streams and enhance efficiency at scale. This includes developing and designing AI solutions tailored to the organization's needs, integrating AI technologies into existing systems and processes, supporting organizational change to ensure successful AI adoption and integration, and continuously monitoring and optimizing AI solutions to ensure they deliver the desired outcomes.

AI and Data assist businesses in finding the right technology for their journey, bringing innovation, insight, and hands-on implementation to achieve real results. This includes developing a data strategy that supports AI initiatives and ensures data quality and governance, providing data engineering services to prepare and manage data for AI applications, leveraging AI to generate actionable insights and analytics that drive business decisions, and helping businesses select and implement the right AI technologies and platforms.

## AI Readiness Assessment. (Readiness Assessment Template)

**Data Foundations:** This involves examining the quality, governance, and integration of data within the organization. It ensures that the data is reliable, well-managed, and accessible for AI applications.

**Model Management:** This area focuses on the tools and processes for developing, deploying, and monitoring AI models. It assesses the organization's capabilities in managing AI models effectively.

**Infrastructure:** Evaluating the infrastructure required to support AI initiatives, including hardware, software, and cloud services. This ensures that the organization has the necessary resources to implement AI technologies.

**Strategy:** Assessing the organization's AI strategy, including its goals, objectives, and alignment with overall business strategy. This helps in understanding how AI can drive business value.

**Governance:** Examining the governance frameworks in place to ensure responsible AI practices, compliance with regulations, and ethical considerations.

**Talent and Culture:** Evaluating the skills and expertise of the workforce, as well as the organizational culture's readiness to embrace AI. This includes identifying skills gaps and providing upskilling opportunities.

## Developing an AI Roadmap

**Identify AI Opportunities:** The first step is to identify opportunities for AI implementation within your organization. This involves thoroughly analyzing your business processes, identifying areas where AI can drive the most value, and prioritizing initiatives based on their potential impact and feasibility.

**Assess AI Readiness:** Before embarking on AI implementation, it's essential to assess your organization's readiness. This includes evaluating your technical infrastructure, data quality and availability, and your team's skills and expertise. Understanding your capabilities and gaps helps identify the resources and investments needed to support AI initiatives.

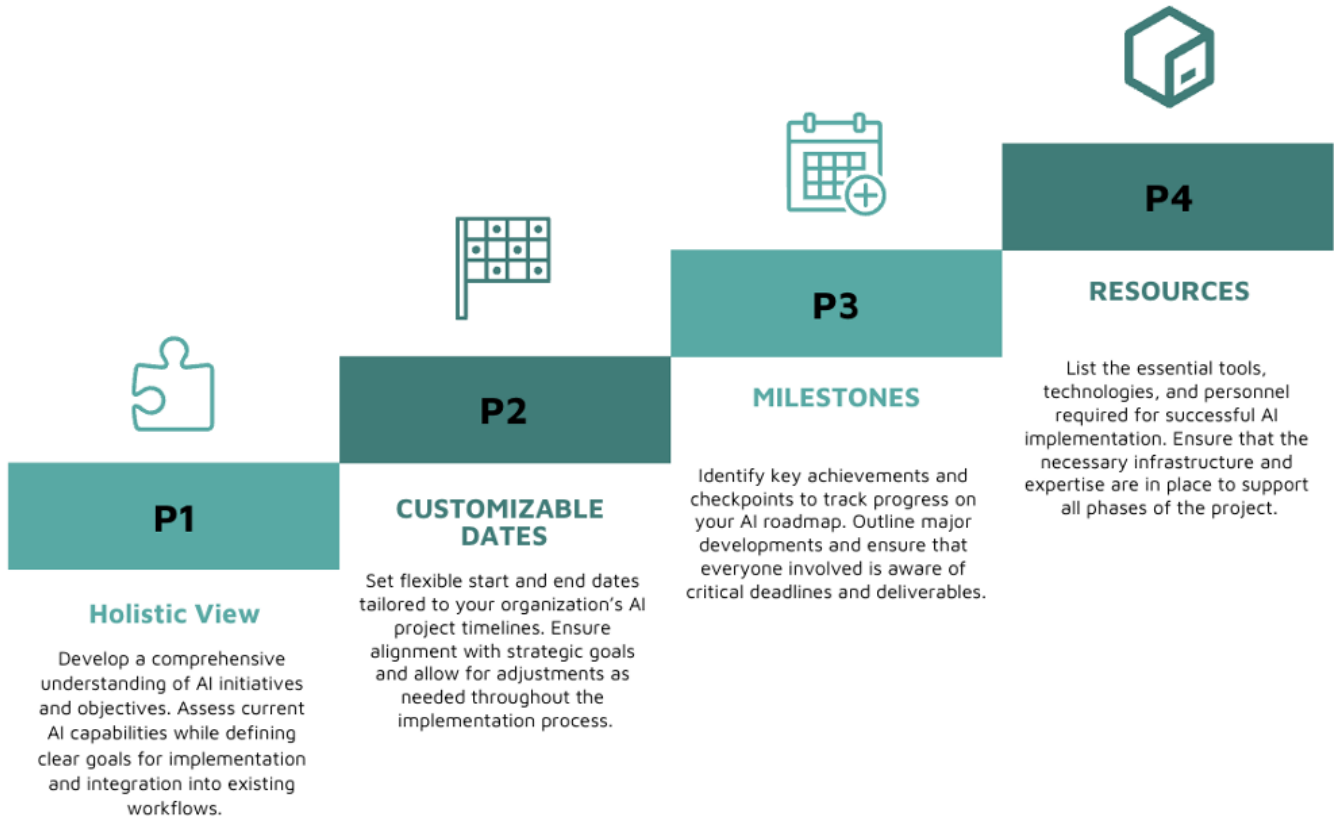
**Define AI Strategy:** Based on the opportunities identified and your organization's readiness, define your AI strategy. This will include clear goals and objectives and a timeline for implementation. Your AI strategy should align with your business strategy and be communicated to key organizational stakeholders.

**Prioritize AI Initiatives:** With your AI strategy in place, prioritize your AI initiatives based on their potential impact, feasibility, and alignment with business goals. Consider factors such as the availability of data, the complexity of implementation, and the potential ROI. Prioritizing initiatives ensures that resources are allocated effectively and quick wins are achieved early on.

**Develop Detailed Implementation Plan:** Develop a detailed implementation plan for each prioritized AI initiative. This plan will include specific milestones, timelines, and resource requirements. Consider the technical aspects of implementation, such as data preparation, model development, integration with existing systems, and organizational elements, such as change management and training.

**Establish Governance and Monitoring Processes:** To ensure the ongoing success of AI initiatives, establish governance and monitoring processes. This includes defining roles and responsibilities, establishing metrics and KPIs to track progress, and implementing regular review and adjustment processes. Strong governance and monitoring ensure that AI initiatives align with business goals and deliver the desired outcomes.

**Continuously Iterate and Improve:** AI roadmap development is an ongoing process, not a one-time exercise. Continuously iterate and improve your AI roadmap based on feedback, new insights, and changing business needs. Regularly review and update your AI strategy and implementation plans to adapt to technological advancements and evolving business requirements.



# Key AI Support Areas for Enterprise Clients

## AI Model Lifecycle Management

- Continuous model training & fine-tuning for accuracy improvements.
- Regular model monitoring to ensure quality and prevent performance degradation.
- Managing version control to optimize AI iterations.

## AI Infrastructure & Scalability

- Optimizing compute resources (cloud-based vs. on-premise AI models).
- Ensuring AI scalability as business needs evolve.
- Cloud cost management to prevent unnecessary expenses.

## AI Ethics & Compliance

- Ensuring bias detection & fairness in AI decision-making.
- Compliance with data protection laws (GDPR, CCPA, HIPAA, etc.).
- Managing AI explainability & transparency for audits.

## AI Security & Risk Management

- Protecting AI models from adversarial attacks.
- Implementing robust data encryption & access controls.
- Ensuring AI aligns with cybersecurity frameworks.

### **AI DevOps & Automation**

- CI/CD pipelines for automated AI deployments.
- Managing AI-driven automation tools for efficiency.
- Optimizing workflows for AI integration into enterprise systems.

### **AI-driven Business Intelligence**

- Providing AI-powered insights for decision-making.
- Monitoring KPIs with predictive analytics.
- Fine-tuning recommendation engines for business growth.

# **AI Management, CDW Areas of Focus**

## **AI Infrastructure Management**

- **Cloud Compute Provisioning**
  - Discuss the provisioning of various compute resources such as CPU, GPU, and TPU.
- **Storage for Models and Datasets**
  - Explain the types of storage used, including object storage and data lakes.
- **Networking & Security**
  - Cover aspects like VPCs, VPNs, IAM, and firewalls.

## **Data Lifecycle Management**

- **Ingesting and Transforming Data**
  - Describe the processes for data ingestion and transformation.
- **Data Labeling and Curation**
  - Detail the methods for labeling and curating data.
- **Data Versioning**
  - Explain how changes in data are tracked.
- **Data Quality Monitoring**
  - Discuss monitoring techniques for data quality, including drift and missing values.

## **Model Lifecycle (ML Ops)**

- **Experiment Tracking**
  - Cover tracking of hyperparameters and performance.

- **Versioning Models**
  - Explain the use of model registries for versioning.
- **Automated Retraining**
  - Discuss scheduled or performance-triggered retraining.
- **Deployment**
  - Detail deployment methods such as real-time APIs, batch jobs, and edge deployment.

## Monitoring & Observability

- **Model Performance Monitoring**
  - Explain monitoring metrics like accuracy, F1, and ROC.
- **Drift Detection**
  - Discuss the detection of data or concept drift.
- **Service Uptime, Latency, Throughput**
  - Cover monitoring of service metrics.
- **Alerting & Incident Response**
  - Detail alerting mechanisms and incident response strategies.

## Security & Compliance

- **Role-Based Access Control (RBAC)**
- **Audit Trails**
- **Encryption**
  - Cover encryption methods for data at rest and in transit.
- **Regulatory Compliance**
  - Detail compliance with regulations like GDPR and HIPAA.

## Cost Optimization

- **Rightsizing Compute Resources**
- **Auto-Scaling for Training & Inference**
- **Spot/Reserved Instance Management**
- **Usage Dashboards**

## Governance & Responsible AI

- **Bias & Fairness Assessments**
- **Explainability**, discuss tools like SHAP and LIME for model explainability.
- **Policy Enforcement**, detail policies for ensuring responsible AI practices.

# AI Consult and Assess Pricing Tiers

## One-Time Consulting Services

Service Component	Basic Package	Essential Package	Premium Package
<b>Scope</b>	Fundamental evaluation of AI readiness, focusing on essential areas such as data quality, governance, and infrastructure.	Comprehensive evaluation, covering additional areas such as model management, strategy, and talent and culture.	In-depth evaluation, covering all key areas including data foundations, model management, infrastructure, strategy, governance, and talent and culture.
<b>Deliverables</b>	Executive summary, simplified assessment framework, and brief set of recommendations. Concise roadmap outlining critical short-term goals and milestones.	Executive summary, detailed assessment framework, and comprehensive set of recommendations. Detailed roadmap outlining both short-term and long-term goals, milestones, and timelines.	Executive summary, extensive assessment framework, and detailed set of recommendations. Highly detailed roadmap outlining short-term, medium-term, and long-term goals, milestones, and timelines.
<b>Customization</b>	Limited customization based on the organization's specific needs. More generic assessment and roadmap.	Moderate customization based on the organization's specific needs. Tailored assessment and roadmap addressing key aspects of the business.	High level of customization based on the organization's specific needs. Fully tailored assessment and roadmap addressing all unique aspects of the business.
<b>Cost</b>	<b>\$7,500</b>	<b>\$20,000</b>	<b>\$30,000</b>

## Tiered Pricing Structure for Continuous AI Support

Tier	Features	Estimated Monthly Fee
<b>Essential</b>	- Everything in Basic, plus:- AI model tuning & fine-tuning- Automated AI workflow integration- Security auditing & threat detection- 24/7 AI infrastructure support	<b>\$10,000 - \$25,000</b>
<b>Premium</b>	- Everything in Essential, plus:- Custom AI model development & optimization- Enterprise-scale AI governance & explainability- AI-driven analytics & predictive insights- Dedicated Technical Account Manager	<b>\$25,000 - \$50,000+</b>

### Summary of Continuous Support Features

BASIC - Designed for businesses that need AI monitoring and upkeep without deep customization.

#### 1. AI Model Monitoring & Health Checks

- Tracks AI performance metrics, detecting potential degradations or errors.
- Provides automatic alerts if an AI model underperforms or deviates from expected results.

- Ensures AI systems stay functional and efficient over time.

## **2. Cloud Resource Optimization**

- Continuously monitors AI workloads to reduce cloud costs by preventing unnecessary compute usage.
- Optimizes cloud hosting configurations for better speed and efficiency.
- Prevents overspending on cloud-based AI services.

## **3. Security Patching & Compliance Updates**

- Implements regular security updates to protect AI models from cyber threats.
- Ensures AI aligns with regulatory compliance (GDPR, CCPA, HIPAA, etc.).
- Prevents unauthorized access and ensures data integrity.

## **4. Monthly AI Performance Reports**

- Delivers clear analytics on AI efficiency, reliability, and business impact.
- Provides recommendations to improve AI model performance.
- Helps businesses understand how AI is influencing operational efficiency.

ESSENTIAL - Ideal for businesses that need active AI management, tuning, and automation. Includes BASIC features, plus:

### **1. AI Model Tuning & Fine-Tuning**

- Regularly adjusts algorithm parameters to improve accuracy.
- Adapts AI models to new business data for better predictions and efficiency.
- Enhances AI learning without the need for retraining from scratch.

### **2. Automated AI Workflow Integration**

- Seamlessly embeds AI into business processes, reducing manual tasks.
- Automates decision-making processes such as customer segmentation, fraud detection, or data analysis.
- Enables AI to self-improve through real-world usage patterns.

### **3. Security Auditing & Threat Detection**

- Runs advanced security audits to identify potential vulnerabilities.
- Uses AI-powered cybersecurity to detect and neutralize threats in real time.
- Ensures AI models are protected from adversarial attacks.

## 4. 24/7 AI Infrastructure Support

- Provides around-the-clock maintenance to prevent AI downtime.
- Supports AI deployment issues, troubleshooting, and bug resolution.
- Ensures businesses never face AI-related disruptions.

PREMIUM - The ultimate AI-managed service, ideal for enterprises seeking full-scale AI optimization, engineering expertise, and advanced analytics. Includes ESSENTIAL features, plus:

### 1. Custom AI Model Development & Optimization

- Builds tailored AI models specifically designed for business goals.
- Fine-tunes AI to maximize performance and efficiency.
- Provides domain-specific AI enhancements (e.g., financial, healthcare, retail AI solutions).

### 2. Enterprise-Scale AI Governance & Explainability

- Provides full AI transparency, ensuring models are ethical and unbiased.
- Implements audit-ready AI decision-making for regulatory compliance.
- Ensures AI aligns with corporate policies and accountability.

### 3. AI-Driven Analytics & Predictive Insights

- Offers real-time business intelligence, transforming raw data into actionable insights.
- Uses AI forecasting models to optimize growth strategies.
- Provides executive-level AI reports tailored for decision-makers.

### 4. Dedicated Technical Account Manager

- A TAM ensures AI investments deliver business value, preventing inefficiencies, compliance risks, and scalability issues. They help enterprises maximize AI-driven innovation while minimizing operational friction.

# Target Customers

- **Large Corporations** – Need AI-powered automation but lack expertise in implementation.
- **Financial Institutions** – Require AI for risk modeling, fraud detection, and analytics.
- **Healthcare & Pharma** – AI-assisted diagnostics, patient data management, and drug discovery.
- **Retail & E-commerce** – AI-driven personalization, inventory forecasting, and pricing optimization.
- **Manufacturing & Supply Chain** – AI-powered predictive maintenance and logistics improvements.

· **Government & Defense** – AI for cybersecurity, surveillance, and intelligence.

## How Customers Benefit

- **Basic Tier** → AI stays operational with minimal effort, reducing risks of failure.
- **Essential Tier** → AI is actively optimized, secured, and integrated, improving efficiency.
- **Premium Tier** → AI is custom-built, fully optimized, and strategically applied for maximum business impact.

## Tiered Pricing Range Explained

Tier	Lower End (\$)	Upper End (\$)	Why the Difference?
<b>Basic</b>	\$5,000	\$10,000	- <b>Lower end</b> → Automated monitoring, minimal human intervention.- <b>Upper end</b> → More frequent AI checks, enhanced compliance support.
<b>Essential</b>	\$10,000	\$25,000	- <b>Lower end</b> → Moderate AI tuning, workflow automation.- <b>Upper end</b> → Heavy optimization, advanced security audits, continuous AI improvement.
<b>Premium</b>	\$25,000	\$50,000+	- <b>Lower end</b> → Standard AI customization- <b>Upper end</b> → Fully customized AI, enterprise-scale governance, priority access to AI experts.