



STREAMLINED APPLE DEVICE MANAGEMENT

A SIMPLER WAY TO ADOPT, INTEGRATE
AND MANAGE APPLE DEVICES

LET'S GO 



TRUE EMPLOYEE CHOICE AND ENABLEMENT

Employee experience and talent retention are two top priorities for organisations today. Offering employees choice on working patterns and, crucially, on the technology they use, contributes to both.

In a 2020 report commissioned by Parallels, it stated that 55% of business use Mac devices.¹ Computacenter helps by making it simple for organisations to empower every employee effectively, even in a mixed environment that includes Apple devices.



¹More than half of all companies use Mac – Parallels Survey Part 1, 27 May 2020.

SUPPORTED SOLUTIONS FOR ALL WORKPLACES

COMPUTACENTER'S IN-DEPTH EXPERTISE ALLOWS FOR A PERSONALISED AND CONSISTENT APPROACH TO APPLE

Each organisation and its employees have different needs. As the modern workplace becomes increasingly complex, agile support is vital when it comes to managing the adoption of Apple devices. With a clear pathway to the latest technology and standardised implementation, your people can be empowered in every situation by the tools at their disposal.

From current device refresh, exploring new use cases or integrating Apple into a mixed environment, Computacenter has the skills and services to support the

dynamic needs of the modern workplace. By putting flexibility first, the employee is always prioritised. Depending on the level of support an organisation requires, Computacenter can enable their journey to a modern workplace either from a consultative capability, providing advice and guidance when needed, or by managing the route to an optimal state, end-to-end. This 'as-a-service' offering encompasses the sourcing, deployment, management and retirement of Apple products, giving you peace of mind to focus on other business priorities.

With modular endpoint modernisation services across all device types, Computacenter has the tools to harness the power of Apple and to manage its

advantages efficiently. This range of services ultimately ensures that implementing and managing Apple devices is individualised, seamless and effective.

Computacenter's sustainable lifecycle services help organisations to achieve maximum value from Apple devices, including by managing end-of-life re-use and remarketing when devices are ready to be replaced or updated. By recycling products, a lower TCO is ensured and organisations are able to profit from the financial benefits of Apple devices holding their value throughout their lifecycle.

48 HOURS
OF IMPROVED
PRODUCTIVITY OVER
THREE YEARS ²

5%
INCREASE
IN SALES
PERFORMANCE ²



²The Total Economic Impact™ of Mac In Enterprise: M1 Update, Forrester Report July 2021.



COMPUTACENTER'S APPROACH TO DELIVERING AN APPLE SOLUTION:



ASSESSING EMPLOYEE REQUIREMENTS

Workstyle Analysis gives the employee a voice through workshops and interviews to determine their technology requirements and to ultimately match them with the optimal Apple devices to best serve their needs. By assessing employee requirements and defining persona-based workflows prior to deployment, Computacenter helps organisations shape their workplace strategies and increases employee engagement through a personalised approach.



SWIFT ONBOARDING

A modern approach to device deployment means your employees are quickly enabled and stay productive with their new devices. A Deployment Accelerator gets employees working productively quicker, by pre-configuring devices with appropriate apps, and supplying all required peripherals in one bundle. If additional guidance is needed, remote and on-site learning options are also available from Computacenter's experts to make sure that onboarding is dynamic with minimal disruption.



DEPLOYMENT AND INTEGRATION

Computacenter deploy Apple devices at scale, with 'zero touch' capabilities meaning devices are ready to go, straight out of the box. With the advantage of multiple configuration centers across the globe, employees can have their devices delivered directly to their homes or workplaces, depending on their workstyles, allowing them to be more productive with their technology as quickly as possible.

Computacenter can manage the integration into corporate directory services, while devices can be pre-enrolled into their organisation's mobile device management service through Apple Business Manager, keeping access secure and deployment swift as security policies and single sign-on can be configured before delivery and enabled on first boot.



EMPLOYEE SUPPORT

We understand the importance of putting people first when it comes to creating a workplace that can thrive amidst the fast-paced and varied nature of modern work. The end-to-end Apple service is facilitated through consistent and comprehensive support, including the possibility of an enrolment clinic and walk-through guides to build a holistic and evolving strategy for Apple devices in an organisation. Computacenter also provides a range of on-site and remote services that provide multi-channel support to minimise employee downtime.



LOWERING COST MAXIMISING VALUE

According to a total economic impact study by Forrester, Mac devices in enterprise can help to improve retention rates by 20%, lower operational costs and reduce the risk of security breaches, providing a return on investment of up to 255%.²



SECURE AT SOURCE

PEACE OF MIND WITH BEST PRACTICE ADVICE

With the increased flexibility of work comes the potential for new vulnerabilities in the porous perimeter of IT estates. In recent years the prevalence of cyber attacks has increased, with IBM's 2021 Data Breach Report finding that 2021 had the highest average cost of a cyber-attack in 17 years – rising from \$3.86 million in 2020 to \$4.24 million.³

Securing data is now more important than ever and Apple's devices are primed to provide robust protection. Mac devices are manufactured with in-built anti-virus and anti-malware software, as well as system information protection and activation locks for devices. Computacenter can advise on best practice when it comes to managing these Mac features according to the workflow of your organisation, including iCloud keychain services and the possibility for

remote data wiping. Computacenter's end-to-end service also ensures data is deleted when devices reach the end of their lifecycle, removing the potential for breaches or leaks when products are remarketed and recycled.

**AVERAGE COSTS OF
DATA BREACHES WERE
\$1.07 MILLION HIGHER
OWING TO THE RISKS
INTRODUCED BY
REMOTE WORKING.³**

³ Cost of a Data Breach 2021, IBM.





PROMOTING A GREENER AGENDA

COMMITTED TO SUSTAINABILITY AND RESPONSIBLE BUSINESS

In the wake of COP26 and the Paris Agreements, reducing carbon emissions has become an increasingly urgent priority for organisations across the globe. Apple has been Carbon Neutral since 2020 with their goal of making products with net zero carbon impact by 2030. Their Environmental Plan states that by 2030, clean energy will be used to make every Apple product and will account for customers' product energy use as well.⁴

Computacenter supplements this green agenda with its responsible device lifecycle management services, as well as increasing its fleet of electric vehicles, recycling packaging at source and utilising remote support to reduce emissions by allowing for flexible repairs based on where employees are currently located.



⁴ Apple 2022 Environmental Progress Report, Apple.

BEST-OF-BREED PARTNERSHIPS

LONG-STANDING PARTNERSHIPS
ENABLE A FLEXIBLE APPROACH TO
MANAGING APPLE DEVICES

Computacenter has been providing trusted support and technology partnerships with global organisations since 1981, and has built a track record of working with leading software companies to enhance and support its offering. When it comes to integrating and standardising the management of Apple devices throughout an organisation's IT estate, Computacenter has a range of partnerships to enable a flexible approach in supporting the employees' journey.



Jamf is a comprehensive enterprise software management platform for Apple that can ease the transition for estates to Mac and personalise Apple devices to employees' needs. Computacenter works with Jamf to assess how best to implement configuration and ensure that the Mac user experience is as similar as possible to an organisation's Windows devices.



VMware allows for integrated access management and control of apps on any device. Its digital platform remotely manages apps, enabling secure access across devices to enhance efficiency for IT managers and reduce complexity for employees.



Okta identity management solutions securely connect employees to applications from any device at any time, reducing the risk of security breaches while allowing for ease of access for employees.





CREDIBILITY, GLOBAL AGILITY AND TRANSPARENCY

COMPLETE SOLUTIONS WITH EASY INTEGRATION AND EXPERT GUIDANCE

As we continue to adapt to the changing world of work and its demands for flexibility and versatility, Apple and Computacenter provide the solutions people need to succeed, with the latest technology at their fingertips and consistent support wherever they are working.

As an Apple Authorised Enterprise Reseller, Computacenter has a team of over 100 Apple specialists, more than 4,000 mobile engineers, and a user base of 3.7 million people across 70 countries. Computacenter comprehensively supports the adoption of Mac end-to-end, so CIOs can standardise management services across increasingly mixed IT estates. Migrating, managing and securing Mac devices need no longer be a complex undertaking; traditional Mac users can be better integrated into unified and uniform work processes.

Our comprehensive service and capabilities combine to provide complete solutions that can be optimised to your needs and ultimately ensure your devices are fit for the fast-paced world of modern work. Now is the time to inspire your people with the confidence of having powerful and supported Apple devices. With Computacenter's expert guidance, new devices can be integrated easily without disrupting workflow, managed support maintains a constant quality for your employees, and you can take peace of mind in knowing your data is secure.

With Computacenter and Apple, your organisation can adapt to the demands of the changing workplace with the latest technology and consistent support.



LET'S TALK

To find out more about how Computacenter can help you adopt, integrate and support Apple technologies within your organisation, for a seamless workplace experience, please contact your Computacenter Account Manager, call **01707 631000** or email **enquiries@computacenter.com**

About Computacenter

Computacenter is a leading independent technology partner, trusted by large corporate and public sector organisations. We help our customers to source, transform and manage their IT infrastructure to deliver digital transformation, enabling people and their business. Computacenter is a public company quoted on the London FTSE 250 (CCC.L) and employs over 18,000 people worldwide.

www.computacenter.com

