**Computacenter**

# Powering performance on the frontline

Transform your frontline workforce with Apple

Let's go →

 Authorised Enterprise Reseller

# Framing the need

The nature of frontline work is transforming. Pressures are rising, customer expectations are growing, and workplace transformation is no longer just a strategic discussion, it's a business-wide priority that impacts every role.

Today's frontline workforce is expected to deliver faster, more connected services. From managing stock and responding to incidents, to interacting with customers and accessing critical business data, the pace and complexity of frontline work has accelerated. Siloed systems and outdated tools no longer suffice.

**Mobile-first operations are now a strategic necessity.**

Frontline workers are often the first to engage with the public, whether that's a customer, patient, citizen, or colleague, and the last to influence the outcome of an experience.

Their performance can shape trust, satisfaction, safety, and long-term relationships. In this context, access to real-time information and seamless digital processes isn't just helpful, it's essential to delivering consistently high standards of service.

The workforce needs technology that moves at their pace, aligns with their context, and empowers them to focus on outcomes. Computacenter Apple Authorised Enterprise Reseller provide the structure and strategy to support this, combining enterprise-grade deployment and lifecycle services with Apple's intuitive, secure, high-performance platform.

Apple's powerful hardware and user-friendly ecosystem, combined with Computacenter's integration, deployment and support services, means organisations can deliver exceptional frontline experiences that enhance performance, elevate engagement and ensure long-term value.

**Computacenter Apple Authorised Enterprise Reseller ensure frontline teams can adapt quickly, work smarter, and deliver stronger results across every environment.**

# Powering performance from the frontline

Frontline employees are a dynamic, mobile workforce whose performance directly affects operational efficiency, customer satisfaction, and growth. These individuals are not bound by desks, they work on their feet, in motion, in retail stores, warehouses, hospitals, manufacturing floors, and field service environments.

They play a huge role in driving the economy. They engage directly with customers, patients, and infrastructure. Their ability to do their jobs effectively depends on real-time access to tools, data, and support, regardless of location.

People's roles aren't defined by job titles, but by what they do. Frontline workers require a seamless digital experience, tailored to their environment and working formats.

Frontline environments span a range of roles and responsibilities – from doctors and nurses to field engineers and retail workers. These individuals need secure, mobile access to data and systems to stay effective wherever work happens.

Clinical staff rely on Apple's secure platform to access patient records, update medical charts, and conduct remote consultations without compromising compliance. Engineers and field service workers use high-performance devices to securely retrieve job specifications, site data, and digital workflows while on location.

Retail workers, particularly those working on the shop floor or in customer-facing roles, depend on iPhones and iPads for product lookups, CRM access, mobile checkouts, and contactless payments – ensuring customers get a seamless experience wherever they engage.

## Examples:

- Doctors reviewing electronic patient records and entering updates at bedside using iPad

- Sales associates using iPhone and iPad to check stock levels and process transactions with Tap to Pay

- Field technicians accessing service history and support documentation on Apple

- Engineers using iPad Pro and Apple Pencil to review and annotate site plans during inspections or on-site surveys

Computacenter and Apple make this possible with tools that are fit-for-purpose, secure, and ready to use on day one.

# Devices aren't enough. Integration is everything.

**Legacy technology still holds back many frontline environments. Static desktops, paper-based processes, fragmented workflows, and limited access to data all contribute to delays, errors, and missed opportunities.**

Even when devices are deployed, poor integration and lack of user training can lead to low adoption and ineffective usage. Frontline employees are often expected to do more with less. When forced to switch between apps, hunt for data, or return to a central workstation to complete tasks, productivity and morale suffer. Paper forms can get lost, handwritten notes introduce risk, and task handovers become unreliable.

Technology only works when it works for people. That's why Computacenter's approach is people-first. We begin with discovery and assessment. We understand workflows, access patterns, and the barriers to productivity. We then build an Apple-powered solution tailored to frontline teams.

The solution includes applications, support services, and change enablement required to ensure success. From device management to zero touch provisioning and Adoption & Change Management (ACM) led rollout, we take care of every step. Additionally, our service wrap includes application testing and migration planning, as well as deployment blueprints that accommodate shift-based roles, shared device access, and ruggedised needs for field teams.

## Example

A manufacturing customer replaced printed standard operating procedures with Apple Vision Pro and iPads. Computacenter Apple Authorised Enterprise Reseller integrated digital workflows, trained teams, and utilised our Adoption & Change Management portfolio ensure frontline adoption.

## The result

Better compliance, faster onboarding, fewer errors, and increased productivity.

# What frontline teams actually need

Frontline requirements differ from those of HQ-based teams, demanding more mobility, faster access, and seamless integration into real-world workflows.

While Computacenter continues to apply deep industry knowledge, we've developed a capability-led framework that addresses common operational challenges across environments. By focusing on functional demands that span sectors like retail, healthcare, logistics, and manufacturing, we enable scalable solutions that adapt to each customer's unique context.

Four frontline-focused capabilities serve as the foundation for how we diagnose challenges, define solutions, and deliver consistent value in the field:

## 1  Flexible planning

Frontline workers operate in constantly changing environments. Delivery windows shift. Customer requirements evolve. Task loads fluctuate by location, time of day, or external disruption. Our solutions support agile, real-time response through dynamic job scheduling, route optimisation, and task allocation platforms, integrated directly with the Apple ecosystem. This allows frontline teams to adjust quickly without the burden of manual coordination.

Apple devices seamlessly integrate into operational systems, staff can receive live updates, accept new assignments, reroute based on traffic or customer status, and complete actions immediately with mobile confirmation, all from a single interface.

## 2  Mobile productivity

Productivity on the frontline depends on immediacy and reliability. Workers can't afford to wait for a desktop login or toggle between disconnected systems. With Computacenter and Apple, frontline employees are equipped with iPhone, iPad, Apple Watch, or Apple Vision Pro configured to support secure access to core tools on the move.

Sales associates checking inventory, a delivery driver capturing digital signatures, or a nurse accessing electronic records, our solutions ensure staff remain connected, compliant, and in control, wherever their tasks take them. Face ID, Touch ID, Apple Pay, and secure VPN access ensures performance and better security.

### 3 Efficient operations

A modern frontline depends on integrated workflows that reduce unnecessary complexity. Computacenter helps customers eliminate legacy friction points by integrating Apple devices with enterprise platforms such as Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Warehouse Management System (WMS), Human Resource Information System (HRIS), and service management tools.

This capability extends to barcode scanning, workflow automation via Shortcuts, and streamlined task handoffs through shared iPad environments.

By consolidating fragmented apps and data silos, we enable frontline workers to complete tasks more quickly, with fewer errors and better data insights for the organisation.

Computacenter also supports customers with proactive device management, reducing downtime and freeing IT resources to focus on higher-value activity.

### 4 Enhanced experience

People work better with better tools and frontline employees are no exception. Apple devices are known for their intuitive design and seamless usability, making them ideal for non-desk-based workers who may have limited time to engage with training or complex systems.

Vibrant displays that perform in all lighting conditions to consistent user experiences across all devices, Apple devices make work feel more human. Computacenter complements this with persona-driven workstyle assessments and Adoption & Change Management (ACM) services to maximise engagement and long-term satisfaction.

Simplifying shift handovers, reducing onboarding time, or enabling real-time feedback from staff, we help create frontline environments that drive retention, reduce fatigue, and ensure better results.

Each of these capabilities is underpinned by Computacenter Apple Authorised Enterprise Reseller. We manage everything from initial scoping and provisioning to deployment, lifecycle management, and in-life support. Our technical teams, logistics experts, and workplace consultants ensure every layer of the solution, hardware, software, training, and insight, is optimised to scale and evolve with your needs.

# Work where it happens

Mobility is essential for frontline effectiveness. Employees must be able to communicate, capture data, access resources, and act, regardless of where they are or what task they're performing. But mobility on its own is not enough. It must be secure, seamless, and responsive to real-time needs.

With iPhone, iPad, Apple Watch and Apple Vision Pro, frontline teams gain a connected toolkit that's designed from the ground up for agility. Apple devices are underpinned by powerful M-series silicon, intuitive interfaces, long battery life, and consistent cross-device experiences. Whether working on the move or operating in high-pressure environments, frontline staff benefit from tools that are fast, familiar, and functionally rich.

Computacenter builds on these strengths by offering full lifecycle support and technical integration at scale. This ensures mobile productivity is not just available but enabled and embedded across every role, location, and department.

We support mobility with services such as:

- **Secure provisioning and management of devices at scale** using Microsoft Intune and Jamf, ensuring consistent control in mixed-estate environments.

- **Integration with key enterprise applications** such as Salesforce, ServiceNow, Microsoft Teams, and a wide range of field-service platforms – ensuring workflows remain uninterrupted regardless of system landscape.

- **Apple shared iPad environments,** configured for shift-based access, improving device utilisation, session security, and role-specific visibility.

- **Rapid enrolment and identity authentication,** enabling users to access the right resources quickly without compromising data integrity.

We also enable complex frontline scenarios, including:

- **Remote video support delivered via Vision Pro,** enabling field technicians to receive real-time assistance while keeping both hands free for complex or safety-critical tasks.

- **Guided task completion with in-app instructions,** enabling standardisation of quality and compliance for repetitive or safety-critical procedures.

- **Document markup and secure annotation with Apple Pencil on iPad,** ideal for updating technical diagrams, floorplans, and medical charts in real time. Especially useful in sales, engineering, and healthcare environments where precision and visual accuracy are critical.

**Computacenter ensures that device policies, Wi-Fi configuration, data backup, and application permissions are all pre-configured and tested, so frontline staff spend less time logging in and more time getting things done.**
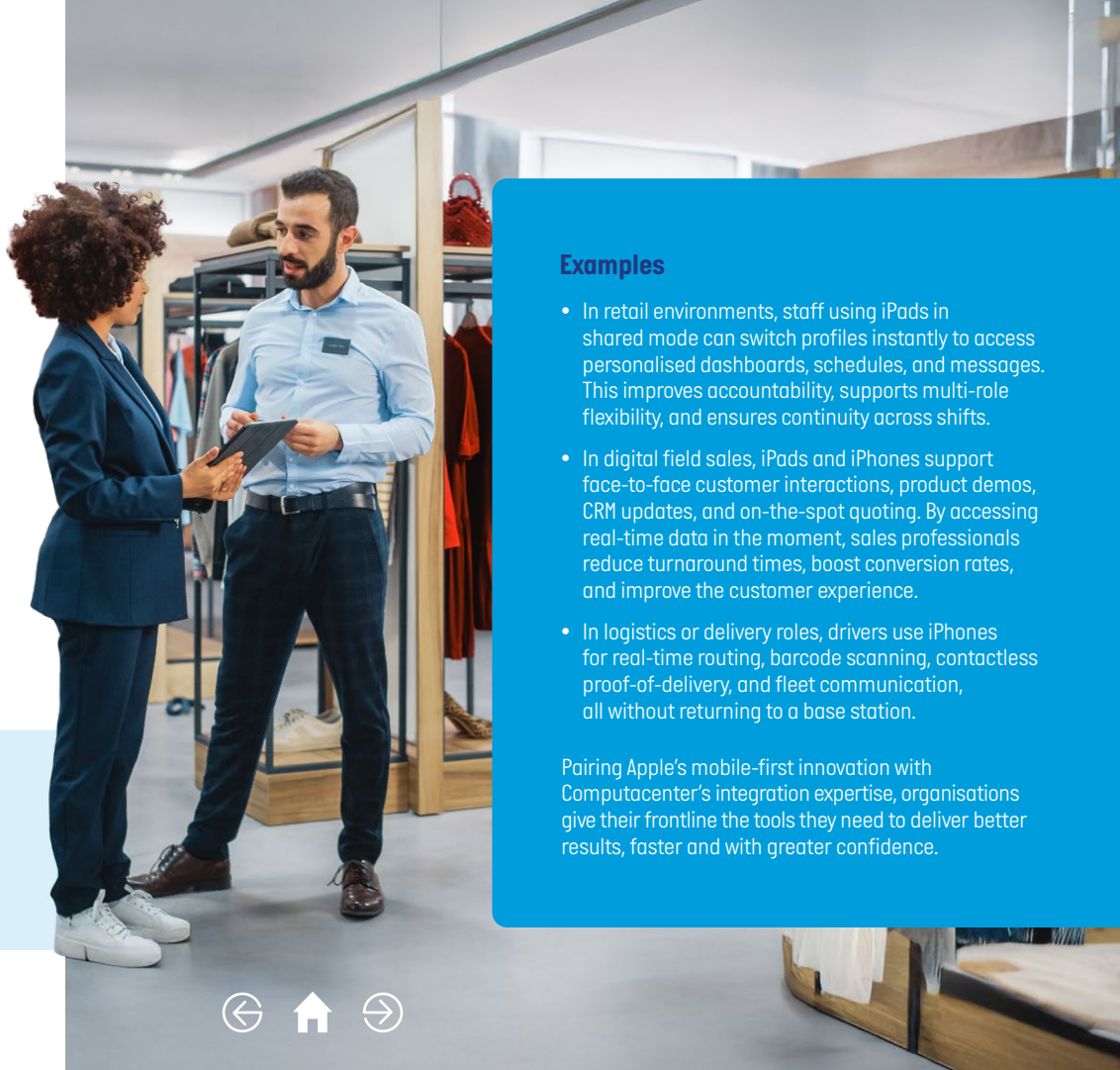
**Examples**

- In retail environments, staff using iPads in shared mode can switch profiles instantly to access personalised dashboards, schedules, and messages. This improves accountability, supports multi-role flexibility, and ensures continuity across shifts.

- In digital field sales, iPads and iPhones support face-to-face customer interactions, product demos, CRM updates, and on-the-spot quoting. By accessing real-time data in the moment, sales professionals reduce turnaround times, boost conversion rates, and improve the customer experience.

- In logistics or delivery roles, drivers use iPhones for real-time routing, barcode scanning, contactless proof-of-delivery, and fleet communication, all without returning to a base station.

Pairing Apple's mobile-first innovation with Computacenter's integration expertise, organisations give their frontline the tools they need to deliver better results, faster and with greater confidence.

# Seamless systems. Stronger performance.

Operational efficiency depends on systems that communicate fluidly, both with each other and with the people who rely on them. In today's fast-moving frontline environments, every delay caused by disjointed apps, duplicate data entry, or paper-based workarounds is a barrier to productivity.

Real-time inventory updates, service request fulfilment, digital task sign-off, or shift handovers, frontline processes need to flow without friction. And that requires devices and infrastructure that are fully integrated into your operational backbone. Apple devices enable these workflows with features like native scanning tools, secure communications, and built-in automation via Siri Shortcuts and widgets. These elements reduce cognitive load, standardise key actions, and help users get tasks done faster.

Their uniform OS updates and consistent UX across iPhone, iPad, and Apple Watch ensure a learning curve that's minimal and a performance curve that's steep.

When paired with Computacenter's expertise in systems integration, device management, and application alignment, these capabilities result in real-world performance gains that can be tracked, measured, and scaled.

## We deliver:

- **Device management via Intune, Jamf, and other MDM platforms** to simplify fleet visibility, enforce security policies, and streamline compliance reporting.

- **Cross-platform compatibility that supports mixed environments,** including iOS, iPadOS, macOS, watchOS, Windows, and Android, reducing friction in IT management.

- **Standardised rollout processes** for Apple OS upgrades and annual refresh cycles, including application testing and pilot deployment.

- **Systems integration** with key business platforms like SAP, Microsoft Dynamics, Oracle, and custom WMS/CRM/HRIS systems, ensuring Apple devices work at the centre of your digital stack.

**In addition, Computacenter provides end-to-end visibility of Apple assets across their lifecycle, allowing IT teams to manage performance, push updates, and track usage without compromising control.**
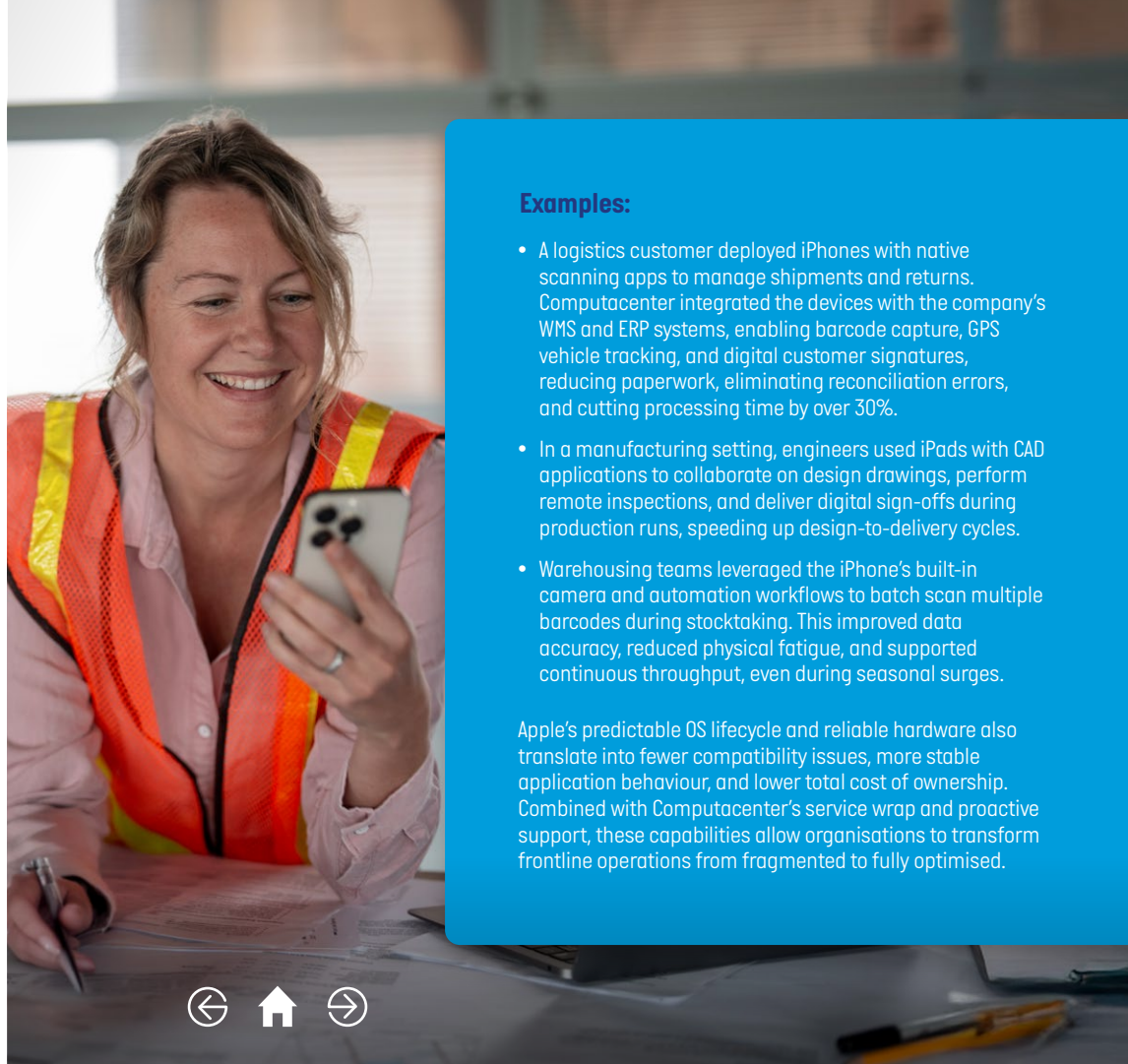
## Examples:

- A logistics customer deployed iPhones with native scanning apps to manage shipments and returns. Computacenter integrated the devices with the company's WMS and ERP systems, enabling barcode capture, GPS vehicle tracking, and digital customer signatures, reducing paperwork, eliminating reconciliation errors, and cutting processing time by over 30%.

- In a manufacturing setting, engineers used iPads with CAD applications to collaborate on design drawings, perform remote inspections, and deliver digital sign-offs during production runs, speeding up design-to-delivery cycles.

- Warehousing teams leveraged the iPhone's built-in camera and automation workflows to batch scan multiple barcodes during stocktaking. This improved data accuracy, reduced physical fatigue, and supported continuous throughput, even during seasonal surges.

Apple's predictable OS lifecycle and reliable hardware also translate into fewer compatibility issues, more stable application behaviour, and lower total cost of ownership. Combined with Computacenter's service wrap and proactive support, these capabilities allow organisations to transform frontline operations from fragmented to fully optimised.

# Better tools.
# Better outcomes.

Employee experience is a critical success factor, especially on the frontline, where fast decisions, customer interactions, and physical demands define the workday.

When tools are intuitive, reliable, and designed to fit seamlessly into their workflows, frontline employees feel more confident, empowered, and motivated to do their best work.

Apple's ecosystem is built to deliver this kind of experience. With responsive hardware, fluid interfaces, and minimal maintenance requirements, frontline teams can focus on tasks rather than troubleshooting.

Devices like iPad, iPhone, Apple Watch and Apple Vision Pro support real-world applications with the consistency, simplicity, and speed that busy teams depend on.

Apple Watch for hands-free notifications and time tracking or switching between applications on iPad to check stock levels and process payments, frontline workers benefit from technology that reduces friction and supports productivity in the flow of work.

Computacenter enhances this through services that shape the full device lifecycle and the employee experience behind it:

- **Persona-based workstyle assessments** to ensure frontline teams receive devices tailored to their mobility, environment, and digital maturity

- **Adoption & Change Management (ACM)** programmes to guide users through new workflows and build confidence from day one

- **Ongoing remote and on-site support,** ensuring teams can access help where and when they need it

- **Lifecycle services,** including OS updates, security patching, returns management, and re-deployment, all optimised for shift-based usage and shared device models

**Frontline excellence depends on how well people are supported in their day-to-day roles. That's why we prioritise experience, ensuring every deployment is functional and empowering.**

### Example:

A national UK retailer deployed iPads and Apple Watches across their store network to improve shift handovers, task tracking, and on-the-floor communication. Computacenter pre-provisioned all devices with task management and messaging apps, configured location-specific profiles, and delivered in-role training via ACM. Store staff reported smoother shift transitions, faster access to daily checklists, and increased confidence when serving customers, especially among new hires and part-time staff.

# Designed around your teams. Delivered at scale.

As an Apple Authorised Enterprise Reseller (AAER) and Apple Authorised Service Provider (AASP), Computacenter delivers certified expertise from planning to retirement. We help customers deploy thousands of devices globally with consistent experience and local support.

Computacenter is an Apple Authorised Enterprise Reseller in Belgium, France, Germany, Netherlands, Switzerland and the United Kingdom. An Apple Authorised Service Provider in Germany, Switzerland the United Kingdom, an Apple Authorised Reseller in Canada and India, and a Value Added Reseller in the USA.

**20,000** people worldwide

**4,000+** engineers

**7,200** workplace specialists

**70+** countries benefit from our solutions.

We speak your users' language and understand your organisation's goals.

## Our Apple lifecycle services include:

- Readiness assessment
- Workstyle analysis
- Testing and validation for OS, apps, and policies
- Global sourcing and logistics
- On-site and remote deployment
- Endpoint management with Intune and Jamf, and other MDM platforms
- Repairs, replacements, and returns
- Device redeployment, re-sale and recycling for sustainability

We also help organisations modernise employee choice programmes, align Apple with zero-touch deployment strategies, and support hybrid working through best-fit accessories and intuitive device experiences.

# Align technology with tasks. See what happens.

**Every frontline team deserves tools that are designed to support the realities of their work, wherever it happens, and however it evolves.**

Whether you're launching a pilot, scaling a multi-country rollout, or looking to transition from legacy tools, Computacenter and Apple are ready to support you at every stage.

By aligning your technology investments to real-world tasks, not generic personas, we help you unlock measurable improvements in productivity, employee satisfaction, and customer outcomes. It's not just about devices; it's about transforming how your people work.

Discovery-led, people-first approach ensures outcomes with implementation. In-depth readiness assessments, strategic advisory services, and ongoing support, we help you de-risk change and maximise long-term value.

## Next steps to get started:

**Book an Envisioning Workshop** to identify the possibilities for transformation of frontline services and how to fix them

**Run a frontline pilot using Apple devices** in shared or dedicated environments tailored to your workforce

**Explore integration paths for Apple within your existing infrastructure,** speak to our experts about how to leverage frontline ISV ecosystems for your organisation

**This is more than a device decision, it's a strategic move toward a smarter, more agile workforce with Computacenter and Apple.**

# Discover more

To take the next step toward a future-ready frontline with Computacenter and Apple, and to connect with our team please contact your Computacenter Account Manager, call **01707 631000** or email **enquiries@computacenter.com**

**About Computacenter**

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business. Computacenter is a public company quoted on the London Stock Exchange (CCC.L) and a member of the FTSE 250. Computacenter employs over 20,000 people worldwide.

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