



Supporting smarter frontline work

With integrated Apple technology



Premium
Business Partner



Frontline in focus

Frontline employees are the backbone of operational success.

They're the first to act, the first to respond, and often the face of your organisation. From those managing customer interactions and checking stock, to those resolving issues in the field or making high-stakes decisions under pressure, these are the people keeping essential services moving and promises delivered.

These professionals operate in dynamic, fast-paced environments, on shop floors, in transit, in clinical settings and remote locations, where agility is critical, and every second counts. Their performance directly influences customer satisfaction, operational efficiency, and business growth.

Yet many still work with outdated systems. Paper-based checklists, manual scheduling, or fragmented tools that create delays, frustration, and missed opportunities. When the technology doesn't work in real time, they can't either.



Computacenter empowers these employees with technology designed for how they work, not where they work. With mobile-first, secure, and intuitive technology tailored to specific roles and workflows, frontline employees gain the power to act faster, decide smarter, and deliver more, every time.

These aren't future predictions. They're today's reality.
The question is: is your technology keeping up with your people?

Transforming frontline performance through four key enablers

1 Flexible planning

Frontline teams often operate in fast-moving environments where shift changes, job reassignments, and customer needs evolve by the hour. Apple devices, deployed and supported by Computacenter, provide instant access to live job updates, scheduling systems, customer histories, and route optimisations.

Flexibility is essential for roles such as field engineers, where the ability to resolve issues first time saves hours in return visits and customer wait times. Remote guidance and step-by-step digital instructions further reduce errors.

Example: Field service engineers receive remote expert guidance or follow step-by-step processes using TeamViewer on iPhone, iPad, or Apple Vision Pro [AVP] supporting first-time resolution on-site.



2 Mobile productivity

Frontline productivity means access to the right tools, wherever work happens. Apple's mobile-first devices, combined with Computacenter's secure provisioning and management, enable real-time documentation, compliance reporting, digital diagnostics, and communication on the go.

High-turnover and shift-based environments benefit from features like Apple Shared iPad, which enable secure individual user sessions through separate accounts. For deeper personalisation, integrations with solutions such as Jamf Setup and Microsoft Entra ID can be used to deliver role-based profiles and workflows.

Example: Manufacturing shift workers use iPads to complete digital compliance checks and collaborate remotely on incident resolution – without needing to share credentials or reconfigure devices between users.



3

Efficient operations

Frontline teams rely on integrated systems. From order fulfilment to incident tracking, the flow of data must be seamless. We integrate Apple technology with enterprise platforms such as Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Warehouse Management System (WMS) to automate and optimise processes.

The result: fewer delays, lower admin load, and smarter resource usage.

Example: Logistics staff track fulfilment and share updates on the move with real-time ERP integration.



4

Customer experience

Frontline teams shape the customer experience. kerbside pickup or on-site repair, speed and satisfaction depend on how well-equipped your team is. Apple devices support end-to-end workflows that include mobile payments, contactless forms, signatures, and real-time communication, ensuring nothing slows the experience down.



Example: Retail workers enable end-to-end service at the shopfront or kerbside using iPhone and iPad to handle checkout, Tap to Pay transactions, signature capture, and stock checks, delivering a faster, more flexible customer experience.



Supporting frontline success – end-to-end

With Apple Premium Business Partner and Apple Authorised Service Provider [AASP] accreditation, Computacenter is equipped to deliver seamless support across the entire Apple device lifecycle, from sourcing to in-warranty servicing, global deployment, and secure retirement.

Computacenter is an Apple Premium Business Partner in Belgium, France, Germany, Netherlands, Switzerland and the United Kingdom, an Apple Authorised Service Provider in Germany, and the United Kingdom, an Apple Authorised Reseller in Australia, and can supply and support Apple devices at enterprise scale. Our logistics and fulfilment network includes in-country delivery and accredited support, and we deliver certified repair services using genuine Apple parts and diagnostics, ensuring device longevity, reliability, and compliance.

Every frontline deployment begins with a strategy-led approach. We assess employee needs and match them to the right configuration of Apple technology, delivered ready to go, fully integrated, and supported long-term.



Our frontline readiness services include:

- Workstyle analysis to match devices to job functions and user preferences
- Device sourcing, configuration, and provisioning via MDM platforms such as Intune or Jamf
- Adoption & Change Management (ACM) to support sustained usage and satisfaction
- In-warranty and out-of-warranty Apple repair services across locations
- End-of-life asset collection, data erasure, residual value assessment, and secure redeployment or recycling

We also integrate with leading ISV solutions and ensure cross-platform compatibility in mixed estates. Wherever your teams operate, Computacenter delivers scalable Apple deployments that drive **consistency, performance, and long-term value.**



Call to action

Frontline work is evolving, how prepared is your technology to support it?

Operational success today depends on the ability to adapt quickly, stay connected, and deliver consistently, no matter the environment. As the demands placed on frontline teams increase, so does the need for intuitive, secure, and well-integrated technology that works the way they do.

Computacenter delivers a future-ready, people-first approach that aligns with your operations, empowers your workforce, and drives meaningful results. From simplifying everyday workflows to supporting broader transformation programmes, we help organisations unlock more value from their frontline, with Apple technology.



Whether you're exploring new opportunities or scaling an existing deployment, we can help you take the next step - confidently, and with the right support behind you.

Next steps:



Explore our frontline capabilities for actionable insights



Discuss practical applications based on your teams, roles, and departments



Plan a pilot using Apple devices, fully supported by Computacenter's strategy, integration, and change enablement expertise



Discover more

To find out how Computacenter and Apple can help your organisation to empower frontline employees with mobile-first, secure and intuitive technology tailored to their roles, 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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