Driving technology choice for more employees

How to prepare networks and systems for scaling up the deployment of macOS

Let's go →

Computacenter

 Premium Business Partner

choice can improve employee satisfaction[1]

Apple Mac devices are easy to use, fast and support the seamless collaboration essential for effective modern working. Regardless of whether employees are working at home, in the office or when out and about, they need consistent connectivity, high security, long battery life and ultra reliability. These are exactly the qualities that Apple Mac devices deliver, helping to raise employee productivity by shielding them from disruption and unnecessary downtime.

Computacenter offers a range of services to help organisations extend the use of Mac from just a few isolated users to a much wider group of employees. This is likely to encompass a variety of customer-facing and back-office functions.

The journey to wider Mac deployment can be split into four phases – readiness, enablement, adoption and extend. Computacenter can help organisations achieve their goals at each stage. This begins by assessing the readiness of the organisation and its IT environment for a larger scale deployment of Mac. Let's take a closer look at this readiness phase.

Readiness	Enablement	Adoption	Extend
Mac Readiness +	**Modern Endpoint for macOS Pilot**	**Migration / Rollout Services**	**Mac Expert Services (ROD)**
Computacenter Consultancy led engagement, based on Apple's standard 15 day Readiness Assessment	Enables macOS management with Intune, powered by MAP365 plus Computacenter Professional Services	Rollout across new and existing macOS devices, using Computacenter Professional Services	Expanding configuration to enable more use cases, using Expert Resourcing

Mac is a preference for many employees

Many employees are familiar with Apple technology, are comfortable with macOS. Its simplicity and efficiency add up to an attractive employee experience that helps organisations to overcome the difficulties of recruiting and retaining the best talent. Mac devices also offer low lifecycle costs, as well as low power consumption to support an organisation's environmental commitments.

Mac is clearly good for business. So, it makes sense for organisations to offer the choice to work on Mac to more employees. That choice must be supported by systems and processes that get the right devices into employees' hands and then provide consistent and efficient backing to maintain the superb Mac user experience.

20%

predicted increase in Mac devices sold to business users worldwide from 2023 to 2024[2]

Five ways macOS can raise enterprise performance

The choice to work on Mac can improve employee satisfaction and loyalty

Offering the option of Mac for work can boost the success of recruitment campaigns

Mac-using employees may enjoy easy collaboration that can support hybrid working

Mac is secure by design with hardware and software built from scratch to help protect against productivity-damaging disruption

Low power consumption, reliability and long life of Mac help to minimise lifecycle costs

Plot the best route for creating the support that users need

Nearly all organisations already have a population of Mac devices in use. These may be limited in number, perhaps just in the hands of executives or creatives. This lack of scale means the devices may not enjoy the same level of support as an organisation's other, more mature technologies. That can lead to user frustration, productivity loss and inefficient use of IT resources.

By moving towards modern endpoint management, organisations can overcome such issues, improve operational efficiency and maximise their investment in Mac technology to enhance business performance.

Computacenter advocates a phased approach to help organisations progress towards and achieve modern endpoint management in the most efficient way. The process begins by assessing the readiness of an organisation's systems and processes to support macOS, laying the groundwork for modern endpoint management that can then support the deployment and adoption of the technology at scale.

What is modern endpoint management?

Modern endpoint management[2] is an approach to securing and controlling desktop computers, laptops, smartphones and tablets in a connected, cohesive manner from a single console.

Common modern endpoint management capabilities include:

- A single pane of glass interface for managing desktop and mobile devices

- Ability to push updates to devices

- Ability to apply security policies to managed devices

- A remote wipe feature that can remove all applications and data from a lost or stolen device

- A portal that allows user's corporately owned personally enabled (COPE) devices

- Application management capabilities

Readiness: putting plans in place for effective deployment

Before embarking on a wider rollout of macOS to the organisation, it's essential to first understand how prepared the network environment is. What technical changes will be required? What barriers need to be overcome? How can the highest security be implemented for existing and new Mac devices?

The Computacenter Apple Readiness Assessment service analyses an organisation's network, tools and processes and recommends areas needing attention to ensure macOS can be deployed and supported securely and efficiently. The service also includes app compatibility testing to confirm that everything will work as it should with the latest Apple chipsets.

In addition, Computacenter can help organisations to select the most appropriate financing for their Apple hardware and software. Capital and operational expenditure can be optimised through leasing, purchase, buy-back or Device-as-a-Service models.
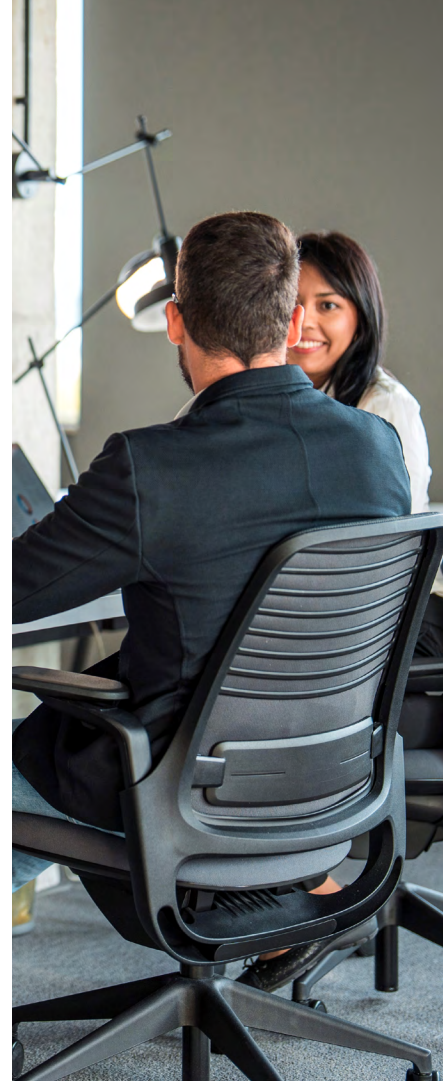
Determine who needs Mac the most

As well as identifying whether the network and IT processes are compatible with macOS or need to be upgraded, it is essential to understand how and where Mac devices should be introduced across the organisation.

The Computacenter Workstyle Analysis service provides a thorough understanding of employee preferences and personas by revealing insights into how, when and where people work. This allows us to advise on the best devices and apps for each employee's needs.

We organise and run workshops and interviews to create a personalised approach that allows employees to explore their work needs and convey their wishes. As well as matching staff with the right technology, this increases colleague engagement and satisfaction.

Ready for rapid, wide-ranging Mac deployment

Within just a few weeks, Computacenter Readiness Services can help an organisation to better understand how a secure and efficient deployment of Mac technology would benefit its business and deliver superior employee experiences.

The organisation also gains the foundation for moving into the subsequent enablement phase that puts into place the modern endpoint management platforms and processes to support Mac users.

The organisation will then be well placed to begin selecting, acquiring and deploying devices to wider employee groups and be confident that they will be able to rely on a high level of IT support. As adoption picks up pace, new use cases can be developed to further increase the organisation's return on its investment in Mac.

With Computacenter Readiness Services, an organisation receives a full evaluation of its current IT estate with regard to supporting macOS and what preparatory measures are required. It also receives a detailed analysis of who within the organisation would benefit from macOS and how they would be served throughout the lifecycle of their devices.

The qualifications and resources to make it all happen

Computacenter has Apple Premium Business Partner status in Belgium, France, Germany, Netherlands, Switzerland and the United Kingdom and Apple Authorised Service Provider (AASP) status, enabling us to provide consistent, large-scale, end-to-end support for international organisations.

AASPs offer in-warranty and out-of-warranty repair services for any Apple product. They have access to genuine Apple parts, tools, training, service guides, diagnostics and other repair resources.

Computacenter's customer support in numbers

100+ specialists, consultants and engineers across multiple geographies in our dedicated Apple Practice

13,400 experts make up the largest customer service capability of any value-added reseller in the world

7,200 workplace specialists

4,500 service desk agents

3.7 million users are supported in 20 languages across 70 countries

Discover more

With Computacenter, organisations can scale up and manage their Mac technology as cost-effectively and efficiently as possible. To find out more about how Computacenter can help you manage your Apple technology, 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 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 20,000 people worldwide.

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