

Apple as a platform powers up employee productivity

Computacenter helps deploy and manage
Apple technology to meet employee expectations
for seamless experiences across multiple devices

LET'S GO



Apple's platform delivers unmatched productivity

As organisations expand their Apple footprint, the benefits they gain can be achieved by focusing their investments on the platform instead of purely considering individual devices. Computacenter helps organisations to implement and manage Apple technology to enable employees to switch seamlessly between different devices.

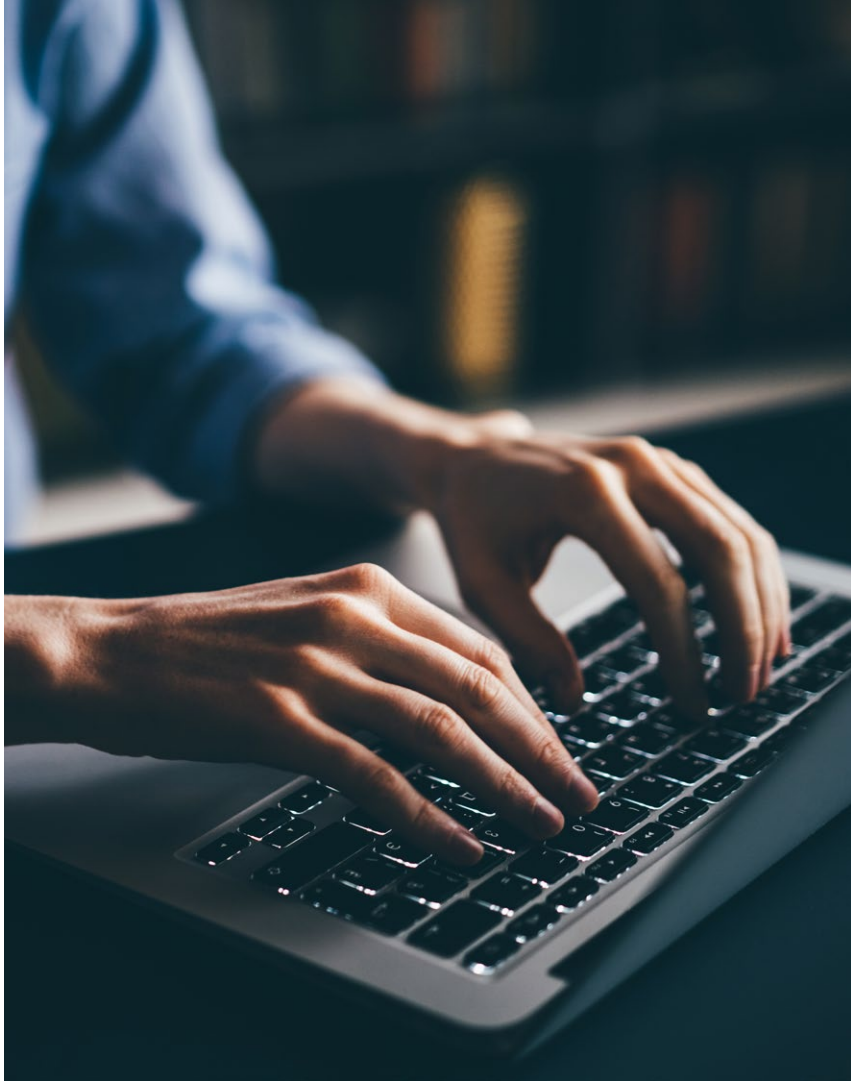
Adopting Apple as a platform enhances productivity, creativity and connectivity. The technology has become an integral part of organisations' IT estates, offering ease of use, stylish design, robust security and high performance to meet the needs of employees whether they are working in the office or out and about.

Organisations have found that equipping employees with Apple devices results in productivity increases, while also reducing device support and management costs.

The gains can become even more impressive when employees have access to multiple Apple devices.

That's because Apple technology offers a unified experience across devices.

Computacenter provides comprehensive consultancy services to help organisations assess their needs and implement a streamlined Apple deployment, including user support and best in class device management processes that assure continuity features. Our experts also manage the entire Apple device lifecycle to meet the specific requirements of various industry sectors, maximising return on investment.



Apple's seamless continuity delivers unmatched experiences

Apple's suite of products, from Apple Watches to iPads, from Macs to iPhones, interact with each other through usability features coordinated across all devices, saving time and raising productivity.

Additionally, developments such as artificial intelligence (AI) enhance Apple platform continuity even further, creating novel ways to streamline everyday work tasks by personalising the employee experience. Apple's approach to AI prioritises privacy, performance, and ease of use across its hardware and software, making everyday tasks not only faster but smarter.

64%

of workers indicate that access to advanced AI tools would boost their productivity¹



Several Apple continuity features are available to boost productivity, six of the most powerful include:

1

Universal Clipboard allows users to copy text, images, photos, or videos on one Apple device and paste them onto another nearby device. This streamlines multitasking and collaboration, eliminating the need for manual file transfers.

2

iPhone Mirroring enables users to display their iPhone screen on another device, such as a Mac. This enhances collaboration by allowing team members to easily share presentations and other content. Users can also monitor and control their iPhone from their Mac to see notifications without switching between devices, which can waste time and be distracting.

3

Handoff allows employees to begin working on one device, then switch to another nearby device and continue uninterrupted where they left off. This powerful continuity capability is supported by Microsoft across its Office suite of applications.

4

Continuity Camera enables an iPhone to be used as a high-quality webcam for a Mac. iPhone features like Center Stage and Portrait Mode Meetings improve meeting quality while the ability to use an iPhone to scan documents directly onto a Mac saves time.

5

Sidecar permits an iPad to be used as a secondary display for a Mac. This gives the user extra screen space to multitask more easily and facilitates the sharing of files through drag-and-drop. Additionally, with an Apple Pencil users can draw, edit images or mark up documents more easily than using a mouse.

6

Auto Unlock enables a user to unlock their Mac automatically when wearing an Apple Watch or have their iPhone nearby. Eliminating the need to frequently enter passwords throughout the day avoids frustration and can save considerable time. It is also more secure as only authorised users can access their information.

1. A Deep Dive into Four Key Workplace Productivity Trends, Deloitte, 31 October 2024





Controlled choice of device raises employee satisfaction

Allowing employees to choose their devices, for example offering iPhone users a Mac, or Mac users an iPhone, can enhance their work experience and improve an organisation's performance. Computacenter helps organisations to implement such a strategy by building systems and processes that always ensure exceptional Apple user experiences across all devices.

Many employees enjoy a choice in the devices they use for work, whether they use their own devices or they are provided by their employer. Device choice shows employees their preferences are valued, which can lead to higher job satisfaction and higher engagement with their work.

Employees can also feel they are more productive using a device they have chosen. One survey found that 75 per cent of employees would be more likely to stay at a company if they could choose their own devices.²

Computacenter offers organisations expert advice on the most appropriate approach for providing a choice of Apple devices to employees and then supporting them.

80% of C-level executives report that Apple growth is driven by employee demand³

². Global Study: Employee Choice and its Impact on the Future of Work, Jamf
³. Apple in the Enterprise: 2024's Latest Trends



Getting the right devices into the right hands

A crucial step in making a success of device choice is ensuring employees are matched to devices that best fit their needs.

The Computacenter workstyle analysis service seeks to understand employee preferences and work habits, revealing how, when and where individuals excel. The service evaluates how Apple technology can enhance productivity based on specific needs and environments, using a tailored approach that includes workshops and interviews to gather insights. This process ensures employees are matched with the right tools while boosting their engagement and satisfaction.

Acquiring the chosen devices is best achieved through a Corporately-Owned, Personally-Enabled (COPE) strategy. With COPE, the organisation owns the devices, which allows for greater control over security and compliance. At the same time, employees can use the devices for both work and personal tasks, which can enhance job satisfaction and work-life balance.

Computacenter can also help select the most appropriate financing for an organisation's Apple hardware and software. Capital and operational expenditure can be optimised through leasing, purchase, buy-back or Device-as-a-Service models.



Managing all Apple devices for maximum security and productivity

Computacenter is both an Apple Premium Business Partner and an Apple Authorised Service Provider (AASP), so it can offer a complete end-to-end set of services from technology selection to device retirement.

Computacenter helps organisations to simplify their operations by seamlessly integrating Apple support into existing IT processes. This approach not only aligns with modern employee expectations but also lowers operational costs through more efficient management of a mixed IT environment.

Computacenter can configure and manage all Apple devices, whether iPhones, iPads, Macs, Apple Watches and software, with the same efficiency and rigour as other technologies, all in a single management environment. Staff using Apple devices get the support they need, helping them to improve productivity and enjoy better experiences.

To ensure users get the applications they need from day one, Computacenter pre-enrols devices into Apple Business Manager and then links them into the organisation's Mobile Device Management (MDM) platform. This guarantees secure access and rapid deployment with security policies and single sign-on configured before delivery and enabled on first boot to prevent data leakage, which is a critical concern for many organisations.

Computacenter's user adoption framework also offers tools and strategies to help users take advantage of rich Apple features and functionality so they can maximise their productivity from the moment they begin working with their Apple devices.

Unifying the management of all devices

The deployment of a modern endpoint management solution is key to meeting the support needs of all employees, whether they use Apple or other technologies. It also streamlines operations for more efficient use of skilled IT resources and lower operating costs.

A cloud-based modern endpoint management system, such as Microsoft Intune, can support all end user devices, including Mac, iPhone and iPad, as well as those running other technologies. Adopting modern endpoint management strategies allows organisations to support Apple technology users with the same high quality of support as employees who use other devices.

Computacenter modern endpoint transformation services focus on getting the best from endpoint management systems. Shifting to modern endpoint management is an essential step for any organisation aiming to provide choice for more of its employees.



Maximising the lifetime benefits of Apple technology

With both Apple Premium Business Partner and AASP status, Computacenter can offer comprehensive services to support Apple devices from sourcing to end of life. Computacenter is also an Apple Premium Business Partner in Belgium, France, Germany, Netherlands and Switzerland, enabling it to provide consistent, large-scale, end-to-end support for international enterprises.

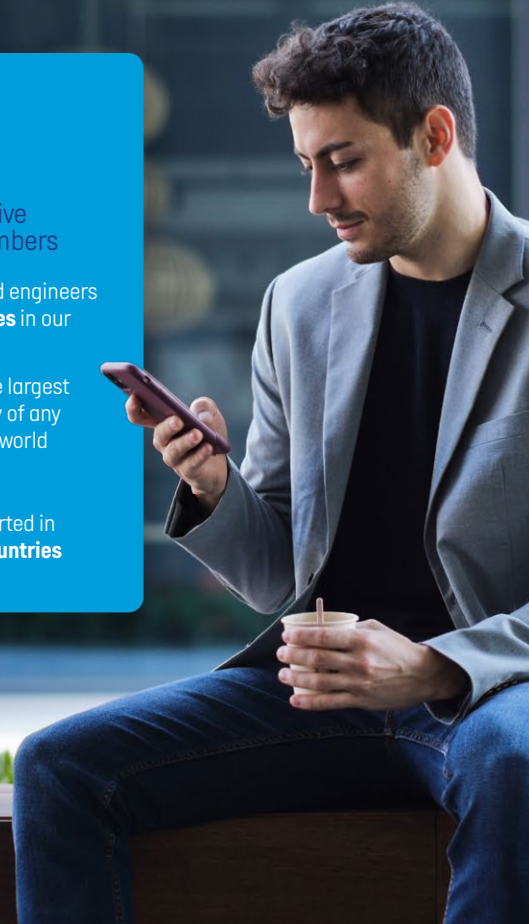
AASPs offer in-warranty and out-of-warranty repair services for any Apple product. They have access to genuine Apple parts, tools, training, service guides, diagnostics and other repair resources.

Apple devices retain considerable residual value, allowing an organisation to sustainably retire older models while maximising their business return. Computacenter handles the entire process: collecting old devices, securely erasing their data, evaluating their worth and redeploying or recycling them in the most appropriate way.



Computacenter's extensive customer support in numbers

- 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
- **4,500** service desk agents
- **3.7 million** users are supported in **20 languages** across **70 countries**





Discover more

With Computacenter, organisations can safely offer a choice of Apple devices to employees, then manage them securely and efficiently. To find out more about how Computacenter can help you make the most of 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.

www.computacenter.com

