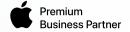# Empower employees to accelerate productivity

Discover how Computacenter can help you maximise the benefits of Apple technology to help your employees do their best work

Let's go →

Computacenter

 Premium Business Partner

How to integrate Apple into a mixed IT estate

With Computacenter, an Apple Premium Business Partner, your organisation can adapt to the demands of the modern workplace with the latest technology and consistent support.

Apple technology is popular. Many, if not most, large organisations already have employees using Apple devices.

Organisations have seen steady growth in the deployment of Apple technology to their workforces.[1] Compounding this growth is the rise of modern working patterns with staff operating across multiple locations. Apple devices, with their convenient mobility, easy remote management and robust security, are well suited to efficient modern working.

Eliminate the complexity of isolated support functions

Often, when organisations provide some employees with Apple devices they bolt on isolated support functions run by small Apple-focused teams. As more devices are deployed, this can lead to inefficiencies, excessive costs and inferior support.

By partnering with Computacenter, organisations can reduce such complexity by better integrating Apple support with existing IT processes. This helps to meet employees' modern working expectations and empowers their teams while also reducing the operational costs through more efficient mixed IT estate management.

76% of IT stakeholders say employee use of Apple devices has increased[2]

1. 2021 – the year Apple became a big player in enterprise tech , Computerworld, 2021.
2. Apple and the Hybrid Workplace: A Perfect Fit, Kandji, 2021.

Computacenter applies an outcomes-first approach

Creating a high-performance modern working environment where employees thrive

Computacenter begins by looking at the goals of the organisation, then figures out which devices can deliver the best outcomes for employees and the organisation. We can do this because we have built expertise across multiple platforms. That means you get the solution most suited to your users' needs, as well as delivering the business outcomes your organisation demands.

With Computacenter, iPhones, iPads, Macs and software are all handled with the same efficiency and rigour as other technologies, all in a single management environment.

Not only do organisations get the unique benefits of using Apple devices (simplicity, convenience, mobility, security), they also fit seamlessly within the IT function. That adds up to greater support at scale for Apple-using staff, helping them to improve productivity and enjoy better employee experiences.

We focus on workstyle and function

Through our workstyle analysis service, Computacenter helps organisations understand employee preferences and personas by unlocking insights into how, when and where people work. We help you determine how Apple technology can benefit your employees based on their work needs, their environment and their individual preference.

We can apply a highly personalised approach encompassing workshops and interviews that allow employees to explain their technology needs. As well as helping to match staff with the right technology, this process helps to increase employee engagement and satisfaction.

We then create a personalised online catalogue of recommended devices and apps to enable the organisation to provide a controlled choice of devices for employees.

Why Apple technology is good for business

As well as offering familiar user interfaces, Apple devices encourage higher productivity through Apple silicon high-powered chipsets that increase processing power and enable a longer battery life.

Getting the right Apple technology into employee's hands

With Computacenter's expert guidance, new devices are integrated easily without disrupting workflow

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

Using the customised online catalogue and Computacenter's automated e-commerce platform, users can select from pre-approved Apple technologies and specify how and where they want them delivered. Automated approvals help to reduce the delay in provisioning new technologies to users and support the deployment of Apple devices at scale, together with all required peripherals in one bundle.

Apple Premium Business Partner, Computacenter has the experience and proven methodologies to deploy and seamlessly integrate devices to ensure relevant applications are in place before users log on for the first time. This is achieved by Computacenter pre-enrolling devices into Apple Business Manager and then linking into the corporate Mobile Device Management (MDM) platform for secure access and rapid deployment with security policies and single sign-on configured before delivery and enabled on first boot.

Computacenter's user adoption framework 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. For example, we can help organisations and their staff to get the most value from Apple applications and services to empower team collaboration across locations.

Integrated enterprise-level services deliver better experiences

Ongoing proactive support helps ensure organisations and their users always get the best from Apple technology

Apple devices need less support from IT, but when support is needed employees must have access to the same resources as all other users.

Computacenter safeguards the user experience long after deployment and adoption through its multi-channel, multi-lingual support services. We provide a range of remote and on-site services that help to minimise employee downtime.

We also help organisations to manage the most appropriate MDM platform for their needs. Computacenter can support Apple devices using customer-deployed MDM solutions or provide a fully managed MDM service, freeing up internal resources from support and maintenance tasks.

Analytics enables us to monitor device performance and identify potential issues or ways to be even more efficient.

For example, if we spot a device being pushed to its limits, we can recommend an upgrade and suggest redeploying the device to another, more suitable user.
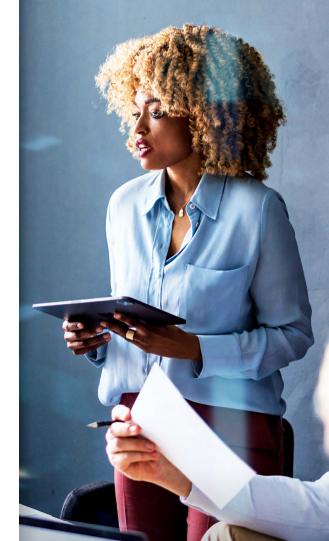
As an AASP, Computacenter repairs Apple devices in house for fast, cost-effective turnarounds using original Apple components. We'll even send an engineer to your worksite if the device cannot be sent out for security reasons.

Apple devices enjoy significant residual value, so when it's eventually time, you can retire older devices sustainably while reaping the maximum return for your business. We will take in devices, securely wipe their data, assess their value and redeploy or recycle them in the most appropriate way.

Making the most of Apple technology through employee choice

A phased approach to ensure all users get the same high-quality support

While many organisations will have large populations of iPhones and iPads, their use of Mac will be much less prevalent, limited perhaps to senior executives and creatives. They are missing out on the advantages of extending the choice of Mac to more employees.

Computacenter services provide a four-stage approach to extending Mac use and ensuring employees get a smooth lifecycle experience from the moment they receive their new device to the time it needs replacing.

Readiness – we assess your network, tools, processes and financial options, recommending upgrades for wider deployment of macOS. Our workstyle analysis service will also identify which employees would benefit from working on Mac.

Enablement – we ensure macOS devices can be managed effectively, whether through Jamf or with Microsoft Intune as part of a unified endpoint management approach. Typically, a pilot project will be implemented to prove the solution's effectiveness and ensure rapid roll out.

Adoption – our professional services migrate existing macOS to the modern endpoint management platform and roll out new devices. Employees get configured Mac devices ready to use with single sign-on, access to internal systems and a self-service portal for all their devices to access pre-defined collections of applications.

Extend – our expert services expand the configuration to create and offer new use cases to maximise the organisation's investment in Apple technology.

A global leader in workplace IT

Computacenter provides the Apple technology people need to make the most of modern working's potential

Computacenter has a 30-year track record in sourcing, deploying, supporting and managing workplace devices from all the major vendors.

We combine our international reach with regional centers of excellence to provide organisations with cost-effective and responsive services across multiple channels and multiple languages.

Our skilled teams enable organisations to take advantage of not only Apple devices, but also key applications and partnerships to enrich the user experience. For example, we can help optimise connectivity by leveraging our relationships with both Cisco and Apple. We can use our extensive experience and familiarity with both Cisco technology and Apple devices to deliver better wireless performance, smarter application prioritisation and faster troubleshooting.

Our broad workplace expertise means we can ensure Apple devices and services work alongside other vendor solutions to maximise productivity and agility.

What makes Computacenter different?

- Computacenter has gained Apple Premium Business Partner status in Belgium, France, Germany, Netherlands, Switzerland and the United Kingdom, as well as Apple Authorised Service Provider (AASP) status

- We have a dedicated Apple Practice with more than 100 specialists, consultants and engineers based in multiple geographies

- We operate 100-plus on-site tech bars and have more than 4,000 mobile engineers who can provide personalised support across multiple geographies

- We have the largest service capability of any value-added reseller in the world, with 13,400 billable people helping our customers

- Our team includes 7,200 workplace specialists and 4,500 service desk agents

- We support 3.7 million users in 20 languages across 70 countries

Let's talk

To find out more about how Computacenter can help your organisation achieve the full productivity potential of modern working patterns and enrich the user experience with Apple technologies, please contact your Computacenter Account Manager, email **enquiries@computacenter.com** or call **01707 631600**.

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 FTSE 250 (CCC.L) and employs over 20,000 people worldwide.

www.computacenter.com

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