



Authorised  
Enterprise Reseller



# UNLOCK THE FULL POTENTIAL OF YOUR PEOPLE

DISCOVER HOW TO DELIVER RICHER WORKPLACE  
EXPERIENCES THAT INSPIRE AND EMPOWER

LET'S GO





**61%**  
OF DESK-BASED  
WORKERS WANT TO  
WORK FROM HOME  
MORE OFTEN<sup>1</sup>

**75%**  
OF WORKERS USED  
AT LEAST TWO NEW  
TECHNOLOGIES  
DURING 2020<sup>1</sup>

# PUTTING PEOPLE FIRST

## COMPUTACENTER AND APPLE HELP ORGANISATIONS PREPARE FOR THE FUTURE OF WORK

A cabin in the garden. A desk in a bedroom. A table in a restaurant. Our workplaces have never been so diverse. As we increasingly flex when, where and how we work, the technologies we use must also flex with us.

From devices and apps to cloud platforms and collaboration tools, organisations need to ensure their teams are empowered with the technologies that will enable them to work faster and smarter regardless of their location.

Computacenter and Apple bring greater agility, visibility and efficiency to today's dynamic and disparate workplaces. We understand the importance of delivering outstanding user experiences and meeting individual expectations.

And that's why we put people first. At Computacenter, we analyse workstyles. We simplify deployment. We personalise support. We provide solutions that help people make the most of their time and talents.

Computacenter has been accredited by Apple for 2 decades to bring greater quality and flexibility to the user experience. As an Apple Authorised Enterprise Reseller (AAER), Computacenter plays a key role in helping organisations provision the right workplace devices, applications and services to the right employees.

With a unique insight into workplace and technology trends, Computacenter helps organisations adapt their strategies, platforms, and processes to tackle new challenges and harness new opportunities. We transform. We modernise. We digitalise. We help organisations prepare for the future of work not just the future of the workplace.

<sup>1</sup> <https://www2.deloitte.com/uk/en/pages/consulting/articles/working-during-lockdown-impact-of-covid-19-on-productivity-and-wellbeing.html>



# EMPOWER EMPLOYEES WITH GREATER CHOICE

## COMPUTACENTER HELPS BOOST PRODUCTIVITY WITH PERSONALISED APPLE EXPERIENCES

Employees want choice. Employers want consistency. Computacenter and Apple help organisations achieve a balance that works for everyone.

From discovering user needs and defining business priorities to designing solutions and delivering deployments, Computacenter focus on maximising user enablement and satisfaction. Our unique DigitalMe approach helps ensure this focus is applied to every stage of the user journey.

Designed for people and engineered for business, DigitalMe brings choice, convenience and control to the workplace. DigitalMe combines appropriate technology for effective working with intuitive collaboration for increased productivity and intelligent support aligned to personal preference.

We help organisations understand employee preferences and personas by unlocking new insights into how, when and where people work using our workstyle analysis.

We ensure individual employees are engaged at every stage of the workplace IT journey - from workshops and demos to training and tech bars. We are constantly flexing our services to meet the changing face of work and the workplace. For example, our mobile engineers can assist with home deployments of Apple devices based on COVID-secure policies.

By partnering with Computacenter as an Apple Authorised Enterprise Reseller, organisations can provide greater employee choice while still retaining the necessary control and consistency to maximise return and minimise risk.

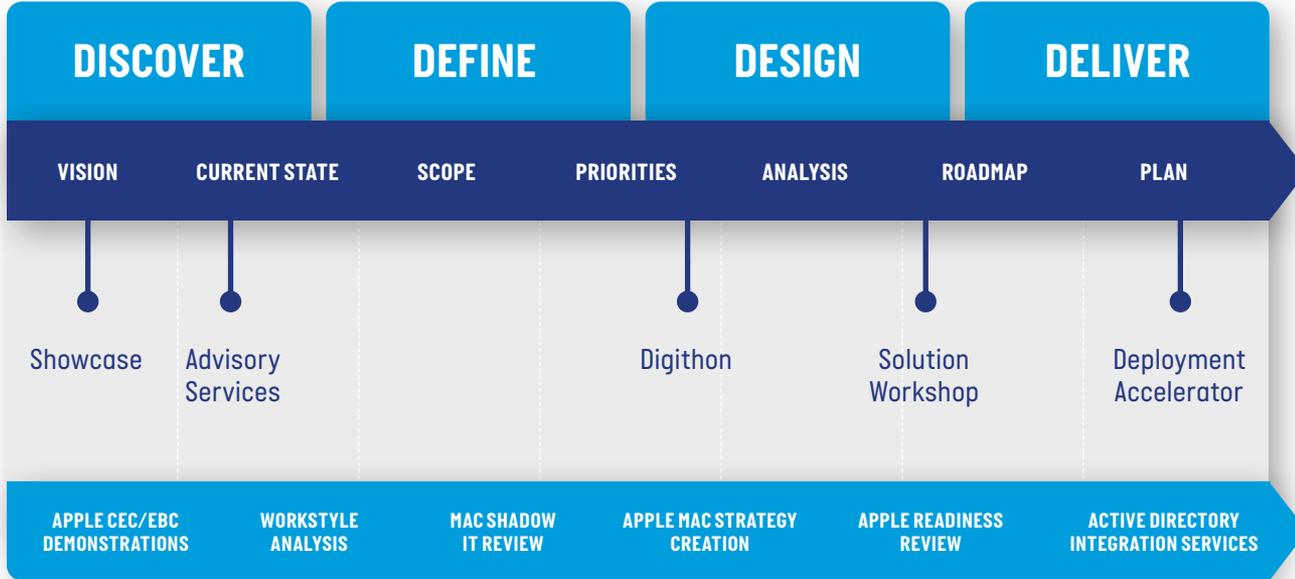
55%  
OF BUSINESSES  
USE MAC DEVICES<sup>2</sup>

<sup>2</sup> <https://www.parallels.com/blogs/mac-survey/>



# ONBOARD USERS FASTER

WITH COMPUTACENTER AND APPLE BUSINESS MANAGER



As an AAER, Computacenter is accredited to deploy devices via the Apple Business Manager.

This approach provides automated enrolment and activation options, which means people can start using new devices faster.

Apple Business Manager is particularly effective for onboarding remote users as it eliminates the need for any manual intervention prior to devices being shipped to an individual's home.



# FLEXIBLE FOUNDATIONS FOR THE FUTURE

## ENABLE NEW WORKSTYLES WITH A CHOICE OF DEVICES AND PROVISIONING MODELS

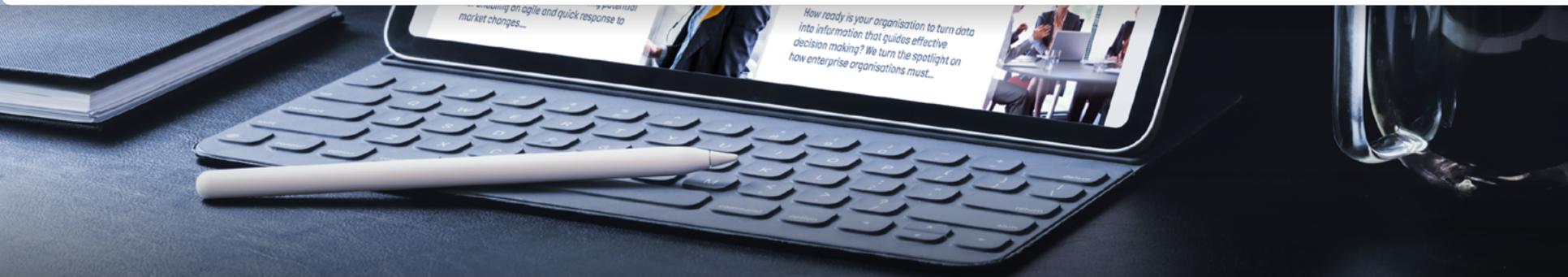
To deliver the right experiences to the right employees, organisations need to be able to access expertise across the Apple portfolio - from iPads and iPhones to Macs and MacBook Pros.

As an AAER, Computacenter has the skills and services to support the diverse and dynamic needs of today's workplaces and workstyles. We understand Apple's hardware, software and services, and help create seamless user experiences across multiple devices.

Computacenter also helps organisations embrace different provisioning models, from BYOD (bring your own device) and COPE (company-owned, personally-enabled) to device-as-a-service, across the Apple

portfolio. Our as-a-service offerings provide greater financial transparency and predictability while also simplifying ongoing management.

By enabling organisations to take a hybrid approach not only to provisioning models but also workplace devices, Computacenter maximises flexibility and agility in the workplace and beyond.





**92%**  
SATISFACTION RATING  
AMONG BUSINESS  
USERS OF IPADS<sup>4</sup>

**79%**  
OF ENTERPRISE  
MOBILE USE IS  
ON IOS<sup>5</sup>

### Mobility made simple

Devices. Apps. Content. They all need to be managed effectively to provide employees with a rich mobile experience. Computacenter's managed mobility solutions help to keep things simple as the volume of Apple users and devices in the workplace increases.

We enable integrations. We strengthen security controls. We provision applications. We maximise the mobility advantage.

Computacenter supports a flexible ecosystem of mobile device management and enterprise mobility management platforms and providers, including Airwatch, Jamf, Intune and Citrix, to ensure Apple devices are deployed and protected effectively.

We also help organisations leverage Apple applications and services, such as FaceTime and iCloud document storage, to empower teams to collaborate more efficiently regardless of their location.

### Maximise the Mac advantage

From healthcare and financial services to retail and manufacturing, Macs are now a popular choice for employers and employees across a wide range of sectors. And it's easy to see why.

According to a total economic impact study by Forrester, deploying Macs in the enterprise can help to improve retention rates by 20% and deliver 48 hours of increased productivity per employee over three years<sup>3</sup>.

These benefits coupled with lower operational costs and reduced data breach risks mean that Macs can provide a return on investment of up to 255%<sup>3</sup>.

To help customers maximise the value of their Mac estates, Computacenter offers an 'as-a-service' offering that encompasses the sourcing, deployment, management and retirement of Apple laptops and desktops.

Services can be delivered on a modular basis, for example to cover just break fix, or across the entire lifecycle. Both options are based on a cost per device per month, which makes budget forecasting easier.

Failure to provide employees with the choice of using a Mac can result in shadow devices entering the workplace, which can increase risk and complexity.

Computacenter conducts Mac shadow reviews to help organisations better understand usage across different teams, enabling them to create a more holistic strategy and deliver more consistent user experiences.



<sup>3</sup> The Total Economic Impact™ Of Mac In Enterprise, Forrester, October 2019  
<sup>4</sup> <https://blogs.computerworld.com/article/3518988/apple-is-a-top-three-pc-vendor-for-enterprise-report-claims.html>  
<sup>5</sup> <https://9to5mac.com/2018/09/04/ios-dominating-business-use/>

# SMARTER PROCESSES, BETTER OUTCOMES

## COMPUTACENTER'S END-TO-END SERVICES MAXIMISE THE BUSINESS VALUE OF APPLE DEVICES

From procurement and deployment to adoption and management, Computacenter's seamless services and best practice processes help organisations and their teams maximise the benefits of using Apple devices. Our end-to-end service portfolio includes:

### Workstyle analysis

We profile how, where and when users work to determine their technology requirements and match them with the most appropriate Apple devices and services. A workstyle analysis with Computacenter gives users a voice through workshops and interviews, which helps to shape future workplace strategies and improve employee engagement.

### Supply chain services

Using a customised online catalogue and automated ecommerce 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.

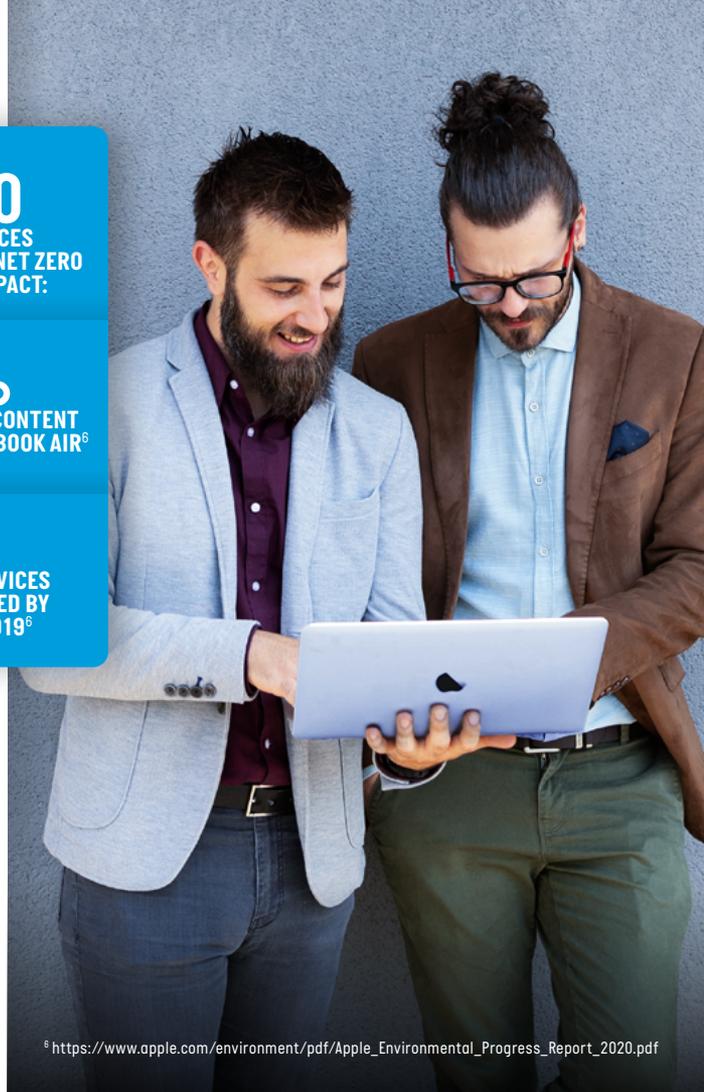
### Deployment and integration

We provide a range of provisioning options that ensure users are productive as soon as they receive their new devices. Using modern provisioning techniques, devices can be pre-enrolled into an organisation's mobile device management (MDM) platform, ensuring that the relevant applications and security policies are in place before users log on for the first time.

BY  
**2030**  
APPLE DEVICES  
WILL HAVE NET ZERO  
CLIMATE IMPACT:

**40%**  
RECYCLED CONTENT  
IN THE MACBOOK AIR<sup>6</sup>

**11.1**  
MILLION DEVICES  
REFURBISHED BY  
APPLE IN 2019<sup>5</sup>



<sup>6</sup> [https://www.apple.com/environment/pdf/Apple\\_Environmental\\_Progress\\_Report\\_2020.pdf](https://www.apple.com/environment/pdf/Apple_Environmental_Progress_Report_2020.pdf)



### **Deployment and integration** (continued)

As a result, devices can be shipped directly to users, eliminating the need for pre-imaging. Macs can also be integrated into directory services to enable single sign-on and access to internal systems.

### **Mobile device management**

Computacenter helps organisations select, deploy and manage the most appropriate Mobile 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.

### **User adoption**

Our adoption framework comprises a range of tools and strategies to help users take full advantage of the rich features and functionality offered by Apple devices.

We provide both remote and on-site learning options, which can be flexed to meet different users' needs and locations.

### **User support**

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.

### **End-of-life remarketing and re-use**

Computacenter helps organisations make their workplace IT more sustainable. Apple devices hold significant residual value at the end of the traditional three-year refresh cycle.

We offer a range of recycling and remarketing options that help organisations maximise their return on investment and minimise their environmental impact.



# A WINNING COMBINATION

**SUPPORTING CUSTOMERS ACROSS MULTIPLE CHANNELS,  
LOCATIONS AND TECHNOLOGIES**

**235,000+  
BUSINESS APPS AVAILABLE  
IN THE APP STORE<sup>7</sup>**

Computacenter is the champion of workplace IT. We have a 30-year track record in sourcing, deploying, supporting and managing workplace devices from all the major vendors.

We combine our global reach with regional centres 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 the Cisco and Apple partnership to deliver better wireless performance, smarter application prioritisation and faster troubleshooting.

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

## What makes Computacenter different?

- We're an AAER in UK, Germany and France
- We have a dedicated Apple Practice with more than 100 specialists, consultants and engineers based in multiple geographies
- We work with a number of partners in the Apple ecosystem, including Cisco, VMware, Jamf, System C and Okta
- We operate 100-plus on-site tech bars and have more than 4,000 mobile engineers who can provide personalised support across multiple geographies
- 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
- Information Services Group has recognised Computacenter as a leader in digital workplace consulting and managed services
- Our Integration Centers have more than 2,200 build points and can process up to 5,000 devices per day

<sup>7</sup> <https://www.strategyanalytics.com/strategy-analytics/blogs/enterprise/mobile-workforce/mobile-workforce/2019/09/16/latest-ios13---how-s-apple-faring-in-the-enterprise-sector>



# POWER UP THROUGH PARTNERSHIP



With new iOS and macOS features and the latest networking software and hardware from Cisco, businesses everywhere can leverage their infrastructures to deliver a great user experience



Jamf Pro is comprehensive enterprise management software for the Apple platform, simplifying IT management for Mac, iPad, iPhone and Apple TV



System C deliver integrated, innovative and user-friendly IT solutions to transform the quality and efficiency of patient care across whole communities



A digital platform that delivers and manages any app on any device by integrating access control, application management, and multi-platform endpoint management



Identity management solutions that securely connect employees, partners and customers to applications from any device at any time



# GEAR UP FOR GREATER SUCCESS

## UNLOCK NEW EFFICIENCIES AND OPPORTUNITIES WITH COMPUTACENTER AND APPLE

To attract and retain the best talent, organisations need to provide a great experience anytime and anywhere.

With Apple and Computacenter, organisations can not only meet employee expectations but exceed them.

We optimise productivity. We boost flexibility. We increase satisfaction. We provide the solutions that people need to succeed in the workplace - regardless of their location.

By partnering with Computacenter as an Apple Authorised Enterprise Reseller, organisations can empower their teams without increasing operational costs or complexity.

Our solutions and services are designed to maximise return on investment by enabling new efficiencies, supporting new workstyles and unlocking new revenue streams.

By helping your people realise their potential, we help your organisation achieve its goals. We accelerate innovation. We boost competitive advantage. We drive profitable growth. With Computacenter and Apple, you can exploit the future of work to achieve future success.

### Why our Apple solutions and services matter



#### FOR THE CIO

- Safeguards security
- Reduces costs
- Simplifies IT management



#### FOR THE USER

- Provides greater choice
- Enriches experience
- Maximises satisfaction



#### FOR THE BUSINESS

- Attracts and retains talent
- Boosts productivity and flexibility
- Dives growth and innovation



# ACHIEVING GREAT THINGS TOGETHER

## iPhone and iPad Rollout with Maintenance Services

Computacenter delivered 7,500 iOS iPhone and iPads over 12 months to a multinational investment bank and financial services company including rollout and maintenance services.

- Delivery of approx. 7,500 iOS devices
- Rollout services included update to latest iOS version, bundling of iPhone/iPad, protective cover and introduction/installation sheet
- Complementing with a 24 months break and fix services (next business day swap service)

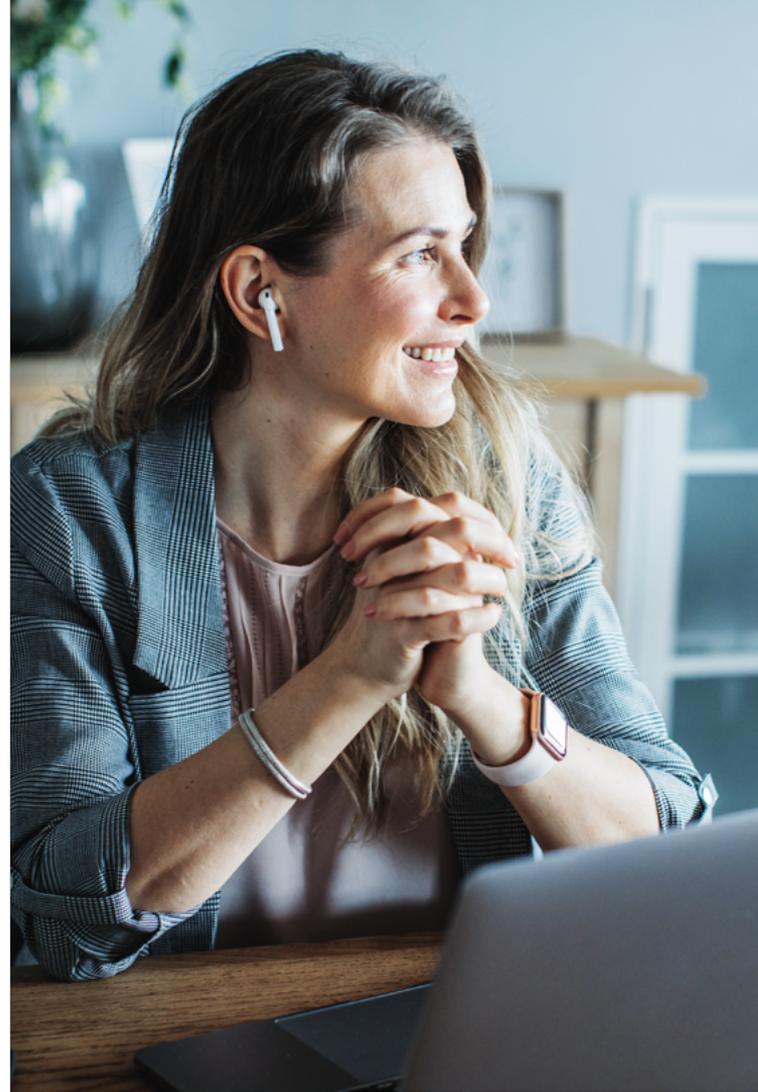
## Benefits for the customer

- Rollout expertise
- Mobility expertise especially with DEP related processes
- Capability of flexible and individual rollout services
- Break and fix service tailored towards the customer specifications

## The right service provisions

Computacenter provides a multi-year contracted service to a multinational engineering company including the provision and management of iPhone and iPad devices to all eligible staff, and most recently has built an Executive Mac solution managed by a VIP support team and Jamf.

- Integrated iOS and macOS devices into the customers corporate network
- Deployed Jamf to manage devices
- A dedicated team of support staff providing white glove Exec support services
- Solution is to be extended to support iOS and macOS in other parts of the company internationally





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# LET'S TALK

To find out more about how Computacenter can help your organisation adapt for the future of work and enrich the user experience with Apple technologies, please contact your Computacenter Account Manager, email [enquiries@computacenter.com](mailto:enquiries@computacenter.com) or call **01707 631600**

## ABOUT COMPUTACENTER

Computacenter is a leading independent technology partner, trusted by large corporate and public sector organisations. We help our customers to source, transform and manage their IT infrastructure to deliver digital transformation, enabling users and their business. Computacenter is a public company quoted on the London FTSE 250 (CCC.L) and employs over 16,000 people worldwide.

[www.computacenter.com](http://www.computacenter.com)

