APPLE DEVICE MANAGEMENT

Technology Support and Maintenance Services

eacs
Making IT Work

APPLE SERVICES

Choosing your client devices can be a difficult decision. Many organisations now run a mixed estate which may include a number of different types of devices, including Apple. These could be utilised by employees at all levels of business, including Senior Executives, and are likely to be unmanaged due to a lack of knowledge and expertise.

Business Value

EACS is the mid-market IT specialist and has a dedicated team of Apple device experts that can help you manage your estate efficiently.

Overview of Service

Deployment: EACS has over 25 years experience generally in rolling out desktops, laptops and terminals to user bases from single figures to thousands. Working in partnership with our customers from the earliest stages to help guide the planning, preparation of machine images, and understanding business and user needs and priorities. Using tools such as Parallels Mac Management, JAMF and Microsoft Intune, the deployment of the devices can be greatly simplified.

Management and Control: EACS can help you choose an integrated tool to lower the administrative overhead by using the same consoles for different clients. Apple devices can be integrated into your existing environment, simplifying services such as authentication, file sharing and printing.

Inventory: Keeping track of these valuable assets is extremely important, especially when IT equipment can also carry sensitive data. EACS can include asset management with our deployment and device management services.

Lifecycle Management: EACS can also supply a wide range of Apple devices. With payment options including lease with a monthly subscription, we can provide all of the above services to give you a fully managed device.

Secure Disposal: As well as the supply, deployment and management of the devices, it is equally important that devices are disposed of securely at the end of their life. EACS can assist with all aspects of the disposal or recycling of a device.

Support Package:

Features & Benefits

- Unlimited telephone support from UK based engineers
- On-site support where necessary, on next business day response
- Remote access support for quicker issue resolution
- Loan equipment available, delivered straight to your office
- Data transfer services available, to/from loan equipment
- Support available for Adobe & other popular creative applications

Services

- Device deployment
- Management and control
- Inventory
- Lifecycle management
- Support

Overview

- Consistent desktop
- Central management
- Asset reporting
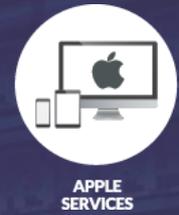- Single point of contact

Why EACS

- 2500 clients across the UK
- Technical experts & expertise in the areas that matter
- Delivering with honesty, integrity and transparency
- Always secure, scalable, resilient and value for money

We are the mid-market experts that make IT work

When choosing a support package for your Apple devices, it is important that you compare like-for-like services. Please see below for a comparison of EACS' support package versus AppleCare:

	EACS	AppleCare
Maximum age of Equipment	5 years	3 years
Telephone support	✔ (optional)	✔
Remote access support	✔	✔
Genuine Apple replacement parts	✔	✔
Parts installation	✔	✖
On-site engineer	✔	✖
Next day response	✔	✖
Support for common 3rd party products	✔	✖
Support for common 3rd party applications	✔ (optional)	✖
Loan stock during repair	✔	✖
Loan stock delivered to your office	✔	✖
Data recovery services	✔ (optional)	✖
Data transfer services	✔ (optional)	✖
Repairs carried out to ISO9001 quality assurance	✔	✔
Ad-hoc support without appointment	✔	✖

Business and Professional support packages augment AppleCare or Apple Warranty with an on-site service and loan equipment. If either AppleCare or Warranty has expired, simply add the **Parts Bolt-On** package.

EACS is the expert in the delivery of IT services to the mid market. It is an award winning and trusted provider of IT solutions and managed services to a wide range of UK organisations of all sizes. Founded in 1994, EACS supplies practical, innovative and cost-effective IT products, solutions and services to businesses. Solutions include infrastructure, end user computing and systems management. Our services range from ad-hoc consultancy, support and training through to fully managed or hosted IT systems. Partnerships with market leading manufacturers means EACS is positioned to provide organisations with the highest level of expertise and quality.

CLOUD & VIRTUAL SERVICES

PROFESSIONAL SERVICES

MANAGED SERVICES

eacs — Making IT Work

CYBER SECURITY SERVICES

HARDWARE & SOFTWARE SERVICES

APPLE SERVICES

Some of our partners:

DELL Technologies AUTHORIZED PARTNER

CITRIX Partner

vmware PARTNER — ENTERPRISE SOLUTION PROVIDER

Hewlett Packard Enterprise — Silver Partner

Data Center Partner — Lenovo — Gold

PC Partner — Lenovo — Silver

hp Partner First Gold

mimecast Premier Partner

NetApp GOLD PARTNER — PROFESSIONAL SERVICES SUPPORT SERVICES

Sophos Platinum Partner

Microsoft Partner — Gold Cloud Productivity / Gold Cloud Platform / Gold Datacenter / Gold Collaboration and Content

NUTANIX Authorized Consulting Partner

ISO accreditations:

CERTIFIED QUALITY MANAGEMENT SYSTEM — URS — ISO 9001

CERTIFIED ENVIRONMENTAL MANAGEMENT SYSTEM — URS — ISO 14001

CERTIFIED BUSINESS CONTINUITY MANAGEMENT — URS — ISO 22301

CERTIFIED INFORMATION SECURITY MANAGEMENT SYSTEM — URS — ISO 27001

ANTI-BRIBERY MANAGEMENT SYSTEM ISO 37001 — URS — CERTIFIED

CERTIFIED OCCUPATIONAL HEALTH AND SAFETY SYSTEM — URS — ISO 45001