



Apple Support



Making Apple work when it really must

Apple continues to be the business device of choice for marketing and media departments as well as senior executives- with now over 1.4bn devices in existence worldwide, connecting them to other IT systems and ensuring that they work needs skill and expertise.

However, what happens if the executive in question is a lone wolf- the only one with an Apple device in the organisation and his system fails. This is exactly what happened to one of eacs' clients.

Background

One of the UK' eminent Financial Advisors reached out to eacs when his Apple MacBook Pro failed just before an international flight to a Global conference he was attending. The Mac had been properly powered but as soon as he arrived at Heathrow, the laptop was dead- three hours until the 10 hour flight... panic ensued.

Remedy

Fortunately for him, his organisation had an Executive Support Agreement in place with eacs to handle this situation for them. The client has a mixed estate and predominately a window environment- so

having a partner that can make Apple work in a Microsoft world was essential.

He called the service desk at 1pm and was immediately directed to one of our Apple experts to undertake a triage of the problem. It was decided that "at elbow" support was necessary and one of our senior technicians was deployed to Heathrow and arrived within the hour.

1 hour later- having taken apart the device, rebuilt it and then tested it- the job was done.

"it was pretty amazing service really- from the point of making the call for help to actually seeing the guy at work with his special screwdrivers" What is even more remarkable is that he also gave me a lesson in how best to use my machine and it now works better and faster than it ever did before"





Perhaps for our client, the most telling feedback we have had is

“These devices are great when they work- but when they don’t, your whole business world is on hold. I could not afford that to be the case and eacs did a fantastic job in just getting on and fixing it for me. I was so time pressured and a bit stressed too- but, they just gone on with it... no fuss or histrionics. I now know what I was doing wrong, and I have to say- the hints and tips that I got from Zach were an added benefit- three weeks in, it is still a better device than I had originally”

eacs Expertise in evidence

Its not just about knowing what to do, its about knowing how to do it and then helping the individual get the best from the technology that they have. Zach, the eacs senior technician deployed commented “ the most important thing for me was to get the executive back to being able to work and get on a plane... listening to what he said and then working out the root cause- that’s just what I do”

If you would like to learn more about eacs’ Apple support services and how we can help you manage the apple estate in a Microsoft world, contact us on 0800 8047 256 or information@eacs.com

