REALISE THE FULL POTENTIAL

Apple portfolio provisioning options

Authorised
Enterprise Reseller

Computacenter

BRIDGING THE GAP BETWEEN CONSUMER AND WORKPLACE IT

Apple is now embedded in the corporate IT landscape; the iPad, iPhone and Mac are bringing greater mobility and productivity to many businesses and their users.

The consumerisation of IT has seen the rapid evolution of Apple devices and iOS in the workplace. In an attempt to keep pace, some organisations are provisioning, supporting and managing Apple devices in a tactical, ad hoc fashion.

To meet business needs and enable users, CIOs need an enterprise approach as part of their core IT strategy.

Provisioning can be particularly complex due to the diversity of options available - from the traditional corporate-owned, corporate-used model to the corporate-owned, personally-enabled (COPE) approach – all of which brings its own challenges.

SUPPORTING WORKPLACE PROVISIONING MODELS

Computacenter helps businesses support all workplace provisioning models, including:

TRADITIONAL

With the employer responsible for selecting, sourcing and supporting employee devices, the traditional approach is easier for the IT department to manage. However, this inflexible model is becoming increasingly unsatisfactory for some employees – particularly if they have state-of-the-art devices at home.

EMPLOYEE PURCHASE

Allowing employees to purchase devices via the business can provide a control mechanism as part of a managed BYOD programme, or simply a perk for employees wishing to use the latest devices at home.

EMPLOYEE CHOICE

Device choice and personal enablement are not mutually dependent. Employee choice (select your own device) schemes when combined with COPE provide a valid alternative to BYOD. The employee is empowered to choose their own device, while the organisation retains control of the overall device and applications, support and maintenance.

BYOD

The BYOD (Bring Your Own Device) premise appears simple, but everyday management can be complex. Restrictions on the use of apps, the provisioning of corporate apps and geo-fencing can feel invasive and over-controlling to users. The need for clarity over responsibility for device upkeep and timely repairs leads many organisations to offer BYOD only for ancillary devices, such as phones, from a restricted catalogue

COPE

With COPE's (Corporately-Owned, Personally-Enabled) balanced approach, organisations can satisfy employee demand while minimising business risks. But they still need to carefully consider exactly how COPE will work for different user profiles within the business and the limitations that must be set.

Although Apple devices are easy to integrate into the corporate landscape, there are many other factors that must be considered, such as security and manageability.

Computacenter helps organisations enable their users and deliver successful COPE deployments with end-to-end Apple services and expertise. We fulfil provisioning strategies. We secure corporate data. We configure devices. We maximise productivity and minimise risk.

As an Apple Authorised Enterprise Reseller, Computacenter provides enterprise-standard solutions and services throughout the technology lifecycle.

As a result, organisations can realise the full business value of Apple technologies through greater mobility, richer collaboration, stronger data safeguards and better employee satisfaction.

UNLOCK GREATER VALUE WITH ENTERPRISE APPLE SERVICES

Computacenter delivers services and solutions for Apple environments that underpin user capabilities at the Edge and IT infrastructure at the Core.

We offer centralised and integrated supply chain, support and management services designed for hybrid workplaces and mobile workforces. Our services can be right-sized for different business departments and workstyles, enabling customers to balance service levels and budgets.

With Computacenter's Apple services, organisations can empower users with the devices they want and need, while retaining control of the IT estate and safeguarding corporate data. Our services enable COPE, as well as supporting traditionally provisioned devices.

COMPUTACENTER'S ENTERPRISE APPLE SERVICES INCLUDE:

ADVISORY SERVICES

We provide independent advice to help organisations select the most appropriate technologies for their users. This can include a workstyle evaluation exercise, which involves analysing key factors, such as a user's mobility profile, information access, risk exposure and transaction values, to ensure they are equipped with the right device.

SOURCING

Via the Computacenter Connect web shop, organisations can create bespoke catalogues featuring the latest Apple technologies and rapidly access product information, stock availability and pricing. We ensure users have access to the apps they require by mobilising legacy solutions and deploying enterprise app stores that feature self-service capabilities to centralise and simplify administration.

Computacenter can help centrally procure, manage and push apps by enrolling them in the Volume Purchase Programme. We also help identify the apps that enable secure file-sharing and unified collaboration and communication to prevent shadow IT and mitigate security risks.

SUPPLY CHAIN

We configure and asset-tag devices prior to on-site delivery to minimise deployment times. We are one of the few partners accredited by Apple to set up DAP (dynamic access policies), which enables the corporate owner to manage the device, rather than it being locked to a user's iTunes identity. Using Apple DEP (Device Enrolment Programme), Computacenter can help organisations ensure that their Apple devices are locked down with continual supervision. Devices can then be remotely disabled and tracked by serial number in case

of theft. We can also help remarket and recycle end-of-life computers, laptops and phones in line with environmental guidelines via our specialist partner.

MANAGEMENT AND SUPPORT

Computacenter supports 1.5 million user devices, including Apple technologies, on behalf of its customers. Our global service desks ensure a rapid response and swift resolution to issues, changes and requests. Users can access support through our Next Generation Service Desk, which is mobile-enabled and offers a consumer-like experience with online chats, knowledge articles and self-serve options. We offer a swap service for Apple technologies with stringent SLAs to ensure device issues don't impact employee productivity. Replacement hardware is tested and configured prior to delivery to minimise disruption to the user.

WHY IT MATTERS: COMPUTACENTER'S ENTERPRISE APPLE SERVICES

FOR THE CIO

- Reduces management overheads
- Minimises risks

FOR THE USER

- Provides access to popular technologies
- Enables greater mobility

FOR THE BUSINESS

- Maximises staff satisfaction
- Increases productivity

CASE STUDY:

BROADCASTING COMPANY REDUCES SUPPORT COSTS AND ATTRACTS TOP TALENT WITH NEW APPLE NOTEBOOK ENVIRONMENT

The customer's ability to provide high-quality broadcasting services depends upon the availability of its IT systems. More than 1,000 members of staff rely on Macs to carry out their daily activities.

The customer needed to migrate staff to new iPads, iMac and Macs, and integrate them with business applications. The project had to be completed with minimal disruption and in a short timeframe. To ensure the success of the project, the customer enlisted the help of long-term IT partner Computacenter.

Computacenter ran an e-tender to find the most cost-effective deployment, migration and training available to the customer and managed the transition to the Apple devices using its Desktop Technology Optimisation (DTO) approach.

Nearly 1,000 notebooks were replaced over a six-week period, with a success rate of 99.7 per cent, underpinned by excellent user feedback. The legacy devices were then remarketed and recycled by Computacenter's specialist IT asset disposal partner.

The new standardised Apple estate will help the customer recruit top talent, reduce support costs and decrease the number of laptop outages to improve staff productivity.

IMPROVING STAFF SATISFACTION WITH EMPLOYEE PURCHASE SCHEMES

Computacenter helps organisations establish employee purchase schemes that enable users to buy the Apple devices they want to use at work and home in an affordable manner.

During a specified timeframe, employees can access an online portal to select the devices they want to buy. At the end of the agreed timescale, the devices are procured via the organisation and paid for by employees on a monthly basis from their salary.

By taking advantage of corporate volume discounts and pre-tax payments, organisations can offer their employees a competitive price for Macs, iPads, iPhones, iPods and even Apple TV.

An employee purchase scheme can not only help to attract and retain employees, but also support BYOD provisioning policies.

COMPUTACENTER'S SERVICE INCLUDES:

SCHEME SET-UP

We work with internal HR teams and third party agencies to put in place the foundations for the scheme, minimising management and admin for IT departments.

ORDER AND DELIVERY MANAGEMENT

Computacenter provides a user-friendly online procurement portal for employees, which has been customised with company branding. We offer scheduled delivery to employees' home addresses, and take responsibility for any issues, such as non-deliveray or faulty devices. Employees are kept informed with emails and text messages, and warranty and support information is provided with the device.

WHY IT MATTERS: COMPUTACENTER'S EMPLOYEE PURCHASE SCHEMES

FOR THE CIO

- Enables BYOD for ancillary devices, potentially reducing device costs

FOR THE USER

- Provides access to the apps and experience they expect

FOR THE BUSINESS

- Improves staff satisfaction and employee retention

CASE STUDY:

EMPLOYEE PURCHASE SCHEME BOOSTS SATISFACTION AND PRODUCTIVITY

With employees eager to use the most convenient technologies in the workplace, this broadcaster was keen to tap into the efficiencies this could provide by offering its employees an opportunity to purchase devices via the business.

The leading broadcaster partnered with Computacenter to establish an employee purchase solution for the latest Apple iPads and Macs.

Computacenter set up a temporary ecommerce portal, via which more than 3,000 orders were taken over a set six-week period. The IT services and solutions provider is now responsible for shipping devices direct to the company's employees, offering secure dedicated delivery and real-time delivery updates via text message and email. Employees pay for their devices on a monthly basis direct from their salary.

As a result of the programme, the organisation has been able to meet employee demands for the latest devices, thereby maximising satisfaction and productivity.

REALISE THE FULL POTENTIAL OF APPLE TECHNOLOGIES: 5 KEY CONSIDERATIONS

1. Can the corporate wireless network cope with an influx of devices and traffic?

2. Do existing BYOD and COPE policies need to be updated to reflect new security risks and usage restrictions?

3. How will employee-owned devices be supported to prevent downtime impacting core business processes?

4. What tools are in place to manage and secure the increasing volume of devices connecting to the corporate wireless network?

5. How will corporate data on employee-owned and personally-enabled devices be protected?

GET IN TOUCH

By partnering with Computacenter, organisations can fulfill all their Apple sourcing, provisioning, support and management requirements. To find out more, please contact your Computacenter account manager or call **01707 631600.**

www.computacenter.com/apple

Enabling users and their business

Computacenter is a leading independent provider of IT infrastructure services, enabling users and their business. We advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage our customers' infrastructures. In doing this we help CIOs and IT departments in enterprise and corporate organisations maximise productivity and the business value of IT for internal and external users.