



DEVICE-AS-A-SERVICE FOR APPLE

Optimizing the Use of Apple Devices in the Workplace through Procurement and Full-Lifecycle Services in an OpEx Model.

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

- Integration
- Professional
- Deployment
- Workforce
- Managed

SOLUTION DISCIPLINES

- Workplace Experience
- Application Modernization
- Network Optimization
- Security Fortification
- Cloud & Datacenter Transformation
- Customer Experience

SERVICES VALUE STREAM



Many employees would prefer to use Apple devices in the workplace. Apple technology provides a highly intuitive interface that helps increase productivity and enhance the user experience. The Device-as-a-Service model enables organizations to fully capitalize on these benefits by streamlining the way they acquire, manage and use Apple technology.

Pivot Technology Services offers Device-as-a-Service for Apple through its Workplace Experience practice. Pivot's experts help organizations select the Apple products and device lifecycle services that best meet their needs and objectives. Everything is bundled into one contract with flexible financing and the convenience of a fixed monthly fee per device. This enables organizations to offer Apple products to their employees with no upfront investment, and provide user-centric support without increasing the burden on in-house IT staff.

SOLUTION SUMMARY

Device-as-a-Service for Apple is an end-to-end service offering that includes consulting, professional services, managed services, support and disposition services. Organizations gain a one-stop resource for procuring iPhones, iPads, MacBooks and other Apple devices and accessories, backed by Pivot's expertise and customer-focused support.

Assessment and Design. After a thorough assessment of the customer's IT environment and business requirements, Pivot assists in the development of an Apple strategy and configuration for each Apple product.

Procurement and Asset Management. The Pivot team handles the provisioning of Apple devices, and provides asset tagging, inventory management and related services. Pivot can also keep devices in stock for just-in-time delivery.





Configuration, Deployment and Logistics. Pivot ensures that every Apple device is properly configured and ready to use out of the box. Each device is automatically enrolled in Apple Business Manager (formerly Device Enrollment Program) to enable zero-touch deployments. Pivot's proven logistics capabilities streamline the delivery of devices to users.

Continual Management and Security. Pivot utilizes an enterprise-class mobile device management platform to monitor Apple devices and perform OS updates, software deployment, security patching and configuration updates. This platform enables Pivot to enforce security policies, detect and alert on missing devices, and proactively identify and mitigate security issues.

Support. Users can request support 24x7 through Pivot's service desk or a customized support portal. Pivot's Apple-certified team provides expert support of iOS and macOS devices backed by AppleCare. Pivot also facilitates in-warranty repairs, handles most out-of-warranty repairs and provides next-day replacement of devices that cannot be repaired.

Fulfillment. Pivot has developed a secure, customized ecommerce platform that enables users to select from a catalog of approved devices and configurations through a familiar "shopping cart" paradigm. The platform initiates internal approval processes and queues the order for fulfillment once approved.

End-of-Life Services. Devices that have reached the end of their useful life are decommissioned and securely disposed, enabling customers to reduce their IT inventory and minimize the number of idle assets.

Device-as-a-Service Benefits

By partnering with Pivot for end-to-end management of Apple devices across their lifecycle, organizations can free up IT staff to focus on business-enabling initiatives and provide users with an enhanced experience. The Device-as-a-Service model also offers key business benefits:

- Minimizing the device management burden and the percentage of the IT budget dedicated to maintenance tasks.
- Gaining the productivity and operational benefits of the latest technology without upfront capital expenses.
- Ensuring that devices are refreshed regularly, keeping them current and compliant.
- Reducing both support costs and the risk of downtime through highly optimized managed services.
- Shifting to an OpEx financial model based upon devices in use, with one easy-to-budget monthly payment.
- Enabling greater flexibility with services that can be scaled up or down as needed.

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