



# APPLE ENTERPRISE SERVICES

Transforming the Workplace Experience through the Adoption, Management and Support of Apple Devices.

## 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



Apple devices have seen growing adoption in enterprise environments thanks to user preferences. A Jamf survey found that, when given a choice, 72 percent of employees prefer Macs over PCs, and 75 percent prefer iPhones and iPads over Android devices. A Dimensional Research study found that 91 percent of organizations have macOS or iOS devices in use.

Organizations that deploy Apple devices across their user base enjoy a number of benefits. When properly configured and coupled with the right management tools, Apple devices are ready to use out of the box, and have a lower total cost of ownership (TCO) than comparable Windows PCs due to reduced support costs and higher residual value. Apple also enhances the user experience and provides greater security.



Despite these benefits, many organizations remain reluctant to implement Apple technology. End-user computing processes and tools are typically Windows-centric, and IT teams are unsure how to integrate Apple devices into this environment. Organizations typically lack Apple-specific management tools, and service desk staff are not well-versed in Apple device support.

Pivot Technology Services can help close these gaps, enabling organizations to take full advantage of Apple in the workplace. The Pivot team has a long history of providing full IT lifecycle management services focused on Apple technology. Pivot's Workplace Experience practice leverages this experience to streamline the adoption of Apple in the workplace and provide effective management and support for Apple devices across enterprise environments. A phased approach, starting with the design of an end-to-end modernization strategy, ensures a seamless transition to a future-ready Apple enterprise



environment.

## SOLUTION SUMMARY

Pivot's end-to-end approach begins with comprehensive assessment and incorporates proven design, implementation and migration methodologies. Pivot also provides management and support of Apple products throughout their lifecycle.

**Assessment, Design and Deployment.** Pivot assesses each organization's environment to determine the readiness to transition to Apple technology, and conducts an evaluation of network and security policies. The Pivot team then designs a fully integrated, turnkey solution for iOS and macOS environments, including management and support, and assists in the migration process. Each solution incorporates Apple Business Manager (formerly Device Enrollment Program) large-scale, zero-touch deployments while ensuring that every device is configured according to the organization's requirements.

**Lifecycle Management & Optimization.** Pivot optimizes the end-to-end lifecycle of devices through procurement, warehousing, provisioning and configuration, facilitating break-fix repairs, as well as whole unit device replacements and asset disposition.

**End-User Support.** Pivot's service desk delivers 24x7 Apple-certified iOS and macOS support backed by AppleCare. A customized support portal also enables user self-service and automated request fulfillment. Pivot can facilitate in-warranty repairs with Apple and handle most

out-of-warranty repairs. The Pivot Advanced Exchange program provides for rapid replacement of failed devices.

**Device Management.** Pivot assists in the selection and implementation of an Apple-focused, enterprise-class MDM platform to ensure effective management and security of Apple devices. Pivot monitors and manages the customer's MDM platform to perform over-the-air device provisioning and configuration, device provisioning, enterprise software and policy deployment, security patching and threat protection.

**Industry Solutions.** Pivot has developed Apple-focused solutions for specific industry use cases, including:

- **Retail**
- **Healthcare**
- **Field Services**
- **Finance & Banking**
- **State & Local Government**

**Device-as-a-Service (DaaS).** Customers have the option to bundle Apple hardware and Pivot's services into a DaaS solution for a monthly fee. This enables organizations to fast-track adoption and offer Apple products to their

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