



Business

APPLE PROFESSIONAL SERVICES

Ease Deployment of Apple Devices and Drive Productivity Gains with Expert Support Services

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



Whether you've just started integrating Apple products or have already deployed them, our senior-level engineers will ensure that you're ready to support the growing number of employees using Apple devices. We work closely with your technology teams to create a comprehensive assessment of the environment and best practices for managing your devices.

Get the most from your Apple ecosystem — fast

Timing is critical, so we'll provide immediate feedback onsite and deliver a detailed report with recommendations within two business weeks. The process includes:

- Preparation and planning calls to get started
- Up to four days of hands-on discovery sessions with your technology teams and other stakeholders about managing Mac and iOS devices
- An in-depth closing session covering key findings and actionable recommendations
- A formal readiness report customized for you based on our onsite discovery combined with our internal research, processes, tools and methodologies
- Up to four hours of remote, post-engagement mentoring
- A progress check six weeks after the closing session





READINESS REVIEW

Our Professional Services engineering staff deliver a variety of onsite and remote services based on industry best practices. These services include:

- Mentoring your team
- Providing immediate feedback
- Planning implementation milestones and next steps
- Delivering an Apple integration ratings scorecard

Following a thorough assessment of your IT infrastructure we will deliver a clear, focused readiness report with actionable recommendations. This report will be completed within two business weeks after the onsite visit. Topics covered in the report include:

- Apple device deployment and management
- Security
- Core application analysis and compatibility
- Directory services and single sign-on
- Email
- Networking, Wi-Fi and VPN
- Collaboration
- Back-end infrastructure
- Employee productivity
- User experience
- Application deployment and management
- Self-servicing models
- Help desk and support



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