

DEVICE-AS-A-SERVICE FOR APPLE

Managed Workplace Services



Why CDW Managed Services?

CDW is an award-winning managed service provider, trusted by some of the UK's largest businesses to provide complex IT support services.

Benefits

- Dedicated Service Operations Centre available 24x7x365
- Over 350 Service Professionals covering the full suite of IT services
- 55,000 + contacts managed by the Service Desk each month
- Over 20,000 incidents managed to completion every month
- 4,000 visits to client properties every month supported by over 150 engineers
- Proven ability to support IT estates in over 70 countries
- Fully compliant with key ISO, security and ITIL frameworks

Device-as-a-Service (DaaS) for Apple is a collection of services that when combined, creates a comprehensive managed service. It can cover the procurement, deployment, support, and end-of-life disposal, refresh or recycle of end user devices. It has flexible finance options and can be offered as a cost per device model to help customers budget more effectively and shift their IT expenditure from CAPEX to OPEX. It provides customers enhanced productivity and security across all their end-user devices.

Key Service Features Configuration Management

The device configuration service includes asset tagging, dead on arrival testing and post configuration activities of Apple macOS and iOS devices in a ready to use powered up state for end user customers. These activities are often time and resource-consuming so customers can benefit from a service that can immediately support end user productivity.

Software Management

The software management tool enables automatic setup, management and maintenance of all customer Apple devices, centrally, cost effectively and easily. The key elements of the software management tool includes:

- Automated Application Packaging
- Provisioning
- Device Encryption
- Mobile Device Management
- Self Service
- Apple Business and School Manager Integration

Disposal Management

A key challenge for IT managers regarding end of life for devices include erasure of sensitive data and stock piling of retired assets in a compliant manner. CDW can help with a range of services which include data erasure, equipment removal, refresh & grading and final disposition to government certified standards.

Optional Services

Apple Readiness Review

This is a professional service engagement providing support and scale for Apple deployments by creating a comprehensive assessment of your environment and delivering best practices for managing employee's devices.

Training

Although the service has been designed to be simple and intuitive, some customers may require additional support. This is where training helps. For commercial customers, training can be provided as a structured module delivered after the initial set up has been completed. For customers in education, CDW can provide the skills they need to deepen learning by introducing innovative and exciting ways to use iPad and Mac in the classroom and integrating it into their current practices.

Data Loss Protection

The service offers data loss protection so that customer's data will be protected while they continue to work to full capacity, safe in the knowledge their files are visible and can be retrieved efficiently and securely at any time.

To learn more about DaaS for Apple, or the wider Managed Workplace Services portfolio, please contact your Account Team or email info@uk.cdw.com

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PUBLIC (NON-CLASSIFIED)



Ground Control

Particularly relevant to organisations in the healthcare, retail and some customers in education, it is the complete replacement of Apple Configurator. Hosted in the cloud, it delivers powerful central management and massive scalability for customers with a distributed IT team and distributed deployment of iOS devices.

Identity Management

A modern identity management solution, which is simplified and centralised regardless of platform, protocol, or location; single sign-on (SSO) provide users with a simple Mac experience with an easy log-on process; G-suite and Office 365 integration easily syncs and integrates G-suite and Office 365 to provide users with one identity across all devices; a single password for users increases workflow productivity.

Device Threat Protection

The service enables customers to achieve effective device threat protection that optimises IT resources and cost efficiency. It aggregates all the best practice threat detection layers to deliver leading device security with minimal end user impact. The service provides customers with unmatched visibility of the latest threats. Powered by data analytics systems and expert research analysis, it processes thousands of device remediation's each day.

Discovery

Feature	Basic	Essential	Premium
Apple Readiness Review	Optional	Optional	Optional

Deployment

Feature	Basic	Essential	Premium
Order Management	✓	✓	✓
Asset Tagging	Mandatory	Mandatory	Mandatory
Dead on Arrival Testing (DOA)	Optional	Optional	Optional
Post Configuration	Optional	Optional	Optional

Management

Feature	Basic	Essential	Premium
24x7 Service Desk (Desk-to-Desk)	✓	✓	✓
Technical Support	✓	✓	✓
Automated Application Packaging	✓	✓	✓
Device Provisioning	✓	✓	✓
Device Encryption	✓	✓	✓
Device Management	✓	✓	✓
Self Service	✓	✓	✓
Apple Business and School Manager Interaction	✓	✓	✓
Service Delivery Manager		✓	✓
Technical Account Manager			✓
Major Incident Management			✓
Problem Management			✓
Apple Business and School Manager Integration			✓
End User Service Desk	Optional	Optional	Optional
Apple Configurator, Identity Management, Malware Protection, Training	Optional	Optional	Optional

Disposal

Feature	Basic	Essential	Premium
Disposal	Optional	Optional	Optional

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