

DISCOVER ZONES'

# APPLE MANAGED SERVICES



**ZONES**  
First Choice for IT™

 Corporate Reseller

# Introducing Zones Apple Managed Services



Today's workforce includes millions of individuals who are still learning to navigate a largely remote and hybrid environment – and for many of them, Apple devices are the norm. For these workers, it's important to find strategies for optimal Apple use, which is a task that's easier said than done.

Apple users are more adept at self-servicing through issues than the typical business user. The Apple ecosystem provides the tools needed to solve for the majority of user issues and keeps productivity moving. When a device requires care or a roadblock is hit, users require access to

24/7 help desk support. They also need endpoint security management to ensure they stay safe in today's daunting security landscape.

Zones aims to deliver on all of the above. That's the idea behind our Apple Managed Services offering – a comprehensive set of professional, technical, and managed services, all developed in partnership with Apple and our MDM vendors, and delivered by experienced and certified professionals.

Our Apple Managed Services come in two broad categories – Managed Services and Professional Services . This eBook will go in depth on the components and the benefits of both.

# A closer look at our Managed Services

**Our Apple Managed Services package includes a wide range of components. Here's a rundown of all of them.**



**Service Desk:** Available 24/7 and includes omnichannel support, multilingual support, chatbots, RTT services, and knowledge management capabilities.



**Mobile Device Management:** Includes automated device provisioning, MDM configuration, application management and control, software optimization, and endpoint security capabilities.



**Advanced & Mobile POS:** Zones will handle site preparation, employee training, and POS terminal installation at retail stores. Also includes accounting, e-commerce integration, and cloud-based management of inventory, analytics and reporting, and other data.

Together, all of these Managed Services should help your organization streamline IT management, for everyone's benefit. Device use will be a smoother experience for all of your workforce, and your IT team will have an easier time managing users and their devices.



# Going in depth on our Professional Services

In addition to the Managed Services we offer, our Apple Managed Services also includes a number of Professional Services designed to make your employees' lives easier. These include...



**Consulting Services:** Zones will assist with Apple device deployment strategies, security auditing and recommendations, and Mac as a Choice.



**Readiness Assessments:** Are your users ready for new Mac hardware? Zones will help you prepare for the shift from Intel based to Apple Silicon-based systems.



**Implementation Services:** Zones will assist with endpoint management implementation.



**Migration Services:** Includes support with migration from your existing OEM to Apple, as well as migration from your existing MDM solution to ours, plus digital workplace migration.



**Proof of Concept & Pilot Deployment:** Includes both small-scale deployments and technology evaluation throughout your environment.



**Automation & Scripting:** Includes workplace automation, process automation, and more.

All told, your business will be in good hands as long as you have these Professional Services at your fingertips. You'll have a complete suite of tools to help you optimize IT, and the benefits will be clear and unmistakable.



# Now, let's break down the benefits

**So: If your business chooses to invest in Zones' Apple Managed Services, how will you unlock tangible benefits? A lot of ways, it turns out. Let's recap them all...**



**Reduced downtime:** Your users will have 24/7 access to the applications and data they need, and end user downtime will be slashed by 90%.



**A superior user experience:** Zones guarantees an enhanced end user experience, with reduced wait times and no more hassle dealing with IT personnel.



**An optimized TCO:** You'll have bots handling preliminary troubleshooting, which means your IT staff can be reskilled for more complex troubleshooting. This will help you save on your total cost of operations (TCO).



**End-to-end support:** Your staff will have certified technicians available for 24/7 support, including centralized management of the end user environment.



**Increased productivity:** Zones will deliver proactive IT capabilities to your organization. You'll have analytics-driven optimization you can use to drive greater productivity for your employees.

When you consider all of these benefits, the long-term impact of Zones' Apple Managed Services is clear: We're talking about a substantial boost to your business' bottom line. Ultimately, that's what it's all about.

# ZONES

First Choice for IT™

## About Apple and Zones

Apple helps organizations worldwide to unlock an entirely new world of mobility. With Mac, iPad, iPhone, and more, employers can empower their users to find creative and compelling new ways to work.

Zones is proud to assist in this effort. We're a proud Apple partner, and we work every day to help our clients integrate Apple into the ways their people work.

And we're ready to work that magic for you. With our Apple Managed Services, we can help you drive productive, pain-free, secure work for every single one of your employees.

**To learn more, connect with a Zones Account Manager today.**



©2022 Zones, LLC. All rights reserved. Unauthorized duplication is a violation of federal laws.

Zones and Zones.com are registered trademarks of Zones, LLC. All product names are trademarks of their respective holders.

Apple, the Apple logo, AppleCare, iCloud, iPad, iPadOS, iPhone, and iWork are trademarks of Apple Inc., registered in the U.S. and other countries.

Ready to see how Apple and Zones  
can help your institution?

**ZONES**  
First Choice for IT™

Visit [zones.com](https://zones.com) or call **800.408.ZONES** today.

GET STARTED >