

Apple-as-a-Service

A COMPLETE SUBSCRIPTION-BASED
APPLE SERVICE FOR PARTNERS



Leading IT channel services specialist Agilitas provides their channel partners with a comprehensive, subscription-based Apple service designed to deliver long-term value to their end user clients. Providing a packaged product and service bundle across a wide range of Apple devices, this 'Apple-as-a-Service' from Agilitas enables Resellers and Managed Service Providers to take advantage of an extremely cost effective solution.

The service provides a range of options where the user can have everything from the Apple device and maintenance to device setup, custom builds, Jamf licensing and full lifecycle management.

Agilitas understand the strength of collaborative partnerships, and as such, have built an impressive Apple partner ecosystem that channel partners can benefit from. Across our network of delivery partners, they possess all three of the highest Apple accreditations in the UK:

- Authorised Enterprise Reseller (AAER)
- Authorised Education Specialist (AAER)
- Premium Service Provider (APSP)

Your Apple-as-a-Service Partner

Channel partners see Agilitas' solution as both complimentary and transformative to their business, either through expanding market reach or becoming more intrinsic to existing customers. With the advent of increased remote working, end clients are providing more choice for their workforce in terms of IT assets. As a result, it is important that channel partners have access to a broader portfolio of support options to increase their services revenue.

Benefits of choosing Agilitas as your Apple services partner

- Attach more Apple services business across your customers IT infrastructure.
- Eliminate capital expenditure and asset depreciation costs from maintaining IT spares inventory.
- Reduce expenditure on OEM support solutions.
- Become more intrinsic to your customers by enhancing your service offerings.
- Access new markets and annuity-based revenues.
- Broaden support portfolio by reach and capability.



For further information on how we can
help your business, get in touch

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Apple Support

Utilising Agilitas' extensive hardware infrastructure, channel partners receive access to the same high levels of service they would with our other supported vendors. Faulty replacement Apple devices are issued immediately on a next business day SLA to ensure disruption to the customer is kept to a minimum. Depending on the level of managed service procured, users can be provided with tailored services designed to address their specific business outcomes.

Service management

A dedicated Agilitas Service Manager will be aligned to provide an operational contact between Agilitas and the channel partner and to manage the service deliverables. They will also provide agreed reporting and would facilitate the following:

- Monthly Services Review
- Quarterly Management Strategic Review
- Other Meetings and Reviews (Ad Hoc)

Premium build

Agilitas' specialist engineers identify and qualify the discreet customer build requirements including applications to be packaged with the initial base build. This discovery exercise is shared with the in-house build team for staging, packaging and distribution.

Jamf licensing

Jamf is Agilitas' mobile device management tool of choice. Jamf is used to monitor, secure, analyse, configure, deploy and manage Apple devices on behalf of our partners customers.

Device Management set-up

The setup of the Jamf instance and device enrolment (included in the Gold support) is integral to this service component. Testing ensures mobile device management is working properly and profiles are applied successfully for every device

Device procurement

Agilitas will secure the best price on Apple hardware and accessories. Agilitas can integrate with our partners systems, automatically refreshing price changes and showing real time stock levels.

Service Levels

	GOLD Premium Managed Service	SILVER Managed Service	BRONZE Support Service
2nd/3rd Line MacOS Support	●	●	●
Hardware Maintenance	●	●	●
Premium Build	●	●	
MacOS Management	●	●	
ITIL	●	●	
Device Management Set-up	●		
MacOS Jamf Licensing	●		
Starter/ Leaver Management	250+	250+	
Inventory Management	250+	250+	
Service Management	250+	250+	

Gold - Premium Managed Service

For environments where a new Jamf set up is required or where an outsource is the preferred option. Also relevant to organisations where Apple is sub scale in their IT estate and does not justify or receive the necessary focus from the internal IT team.

Silver - Managed Service

Designed for customers with existing MDM licensing on their own instance. Channel partner benefits from Agilitas driving efficiencies and improvements with a refreshed outlook. Agilitas' extensive knowledge and experience is applied, as are best industry practices. Customer's internal IT team freed up for other projects.

Bronze - Support Service

Support only excluding device management. This proposition is suitable for channel partners that may already have in house technical capability but do not have a hardware replacement/repair service or require improved SLAs.



Example pricing based on entry level devices

Laptop (36 months)		GOLD	SILVER	BRONZE
Basic User	MacBook Air	£43.75	£42.19	£30.73
Exec User	MacBook Pro	£66.20	£64.64	£53.18
Phone (24 months)				
Basic User	iPhone SE (64GB)	£21.52	£20.48	N/A
Exec User	iPhone Pro 11 Max	£49.97	£48.93	N/A
Tablet (24 months)				
Basic User	iPad 10.2"	£19.77	£18.73	N/A
Exec User	iPad Pro 11"	£37.65	£36.61	N/A

For accurate pricing please speak with your Agilitas representative and share your detailed product list.

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