



Apple Support

NATIONWIDE HARDWARE MAINTENANCE



Leading IT channel services specialist Agilitas provides their channel partners with a comprehensive suite of Apple solutions designed to deliver long-term value to their end user clients. Their break/fix maintenance service delivers peace of mind across a wide range of Apple devices including Macbooks, iPads and iPhones. This comprehensive Apple service from Agilitas enables Resellers and Managed Service Providers to take advantage of an extremely cost effective and comprehensive maintenance support package.

The service includes an IT hardware parts service, coupled with value added services such as remote diagnostics and technical courier site visits to deliver an all-encompassing Apple support solution to the end client.

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 (AER)
- Authorised Education Specialist (AAER)
- Premium Service Provider (APSP)

Your Nationwide Apple Support Partner

Channel partners recognise Agilitas' Apple 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 through flexible 1, 2 & 3 year 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

T +44 (0)115 919 6000 : **E** info@agilitas.co.uk
F +44 (0)115 919 3900 : **W** agilitas.co.uk

Apple support

As part of Agilitas' market leading Inventory Assure maintenance service, channel partners receive access to the same high levels of service they would with our other supported vendors. With service at its core, this vendor agnostic approach is focused on delivering the required outcome to the customer regardless of the product, SLA or location. Replacement devices are issued immediately on a next business day SLA to ensure disruption to the customer is kept to a minimum. Agilitas also manage the return of the faulty part into their state-of-the-art repair facility to diagnose and monitor fault trends that can assist future procurement decisions. Once the device has been repaired Agilitas will arrange a convenient time with the customer to deliver back their repaired original Apple device.

Hardware maintenance service includes:

- Next business day service, Monday to Friday, 08.00hrs – 18.00hrs
- Maintenance support of in-warranty and out of warranty devices
- All hardware support and repair provided Apple certified team
- Complementary diagnosis and replacement advice for damaged devices
- Fast device turnarounds, including collection from customer site within SLA
- Genuine Apple replacement parts
- Upgrade to Accidental damage cover for complete peace of mind

Apple devices supported

Agilitas provide support on a wide range of current and vintage Apple devices, providing a minimum of 3 year support packs for macOS devices and 2 years on iOS devices.

- MacBook Air/Pro 13"
- MacBook Pro 16"
- Mac mini
- iMac
- iMac Pro
- Mac Pro
- iPad/ iPad mini
- iPad Pro
- iPhone SE
- iPhone - Entry Range
- iPhone - Mid Range

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)

Why choose Agilitas?

Our hardware maintenance service is delivered by a highly accredited, Apple focused team. From the Apple Certified Support Professionals who diagnose your device issues to the Apple Certified Mac Technicians who handle the repairs, you are in safe hands.

- Our specialist service desk triage incidents and arrange for collection and repair when faults are identified
- Delivery partners include Apple Premium Service Providers with dedication to customer satisfaction
- Replacement parts are Apple-approved and procured directly from Apple
- We can assess damaged devices free of charge and will provide a quote for the repairs work for approval. We will always be upfront, and where a repair is uneconomical, we'll recommend a suitable replacement
- Our average turnaround from collection to delivery is five working days. We always aim to repair devices faster than this, unless delays occur outside of our control, or further testing is required