Evolving the Apple Ecosystem With a Device Services Partner
Device lifecycle management is no small task.

Each phase of a device’s life presents a unique set of challenges to your organization.

The most common approach to device lifecycle management is for organizations to try to do it all on their own, or else partner with one or more OEMs for a basic level of assistance. Neither option is ideal.

From an administrative perspective, device management can be a logistical nightmare. The device landscape is complex, even for a single company. Between tedious procurement processes, managing vendor relationships, and repairs and support, a company spends countless hours simply managing the devices it needs to function.
And in an age where employee choice is increasingly important for workforce satisfaction and productivity, even more concerns come into play. With technology a critical component of everyday life, workers are more discerning than ever about the devices they use, expecting equal or better performance from work technology as from their personal devices.

Employees demand technology they can trust, and the data shows that technology makes a notable difference for employee productivity and satisfaction.

For a satisfied, productive workforce, leading-edge devices that offer user preference on applications and performance are no longer optional.

49% of employees consider an organization’s technology when applying for a position.

44% would leave an organization with substandard technology.

85% of workers would prefer their organizations provide them with an ecosystem of tested and supported devices and accessories.

62% of employees say having the right device ecosystem makes them more motivated and engaged.
As if the device lifecycle wasn’t complex enough on its own, the arrival of the COVID-19 pandemic has added to the struggle. More than one-third of IT professionals say device procurement, deployment and management has felt “very challenging” during the pandemic.²

The best answer to these challenges is to work with a professional device services partner. In this ebook, we’ll share three key benefits of leveraging a device services partner for total device lifecycle support.
1: Improve efficiency & drive greater value.

Managing the separate functions of the device lifecycle is a time-consuming process that often drains IT resources and slows the ability of an organization to focus on business initiatives.

Outsourcing part or all of the device management process gives an organization the ability to achieve improved costs and overall value.

**Cost savings**

Working with a device services partner, organizations benefit from the cost optimization afforded by partnerships between industry-leading vendors. A professional partner is often able to negotiate contracts that deliver savings well above and beyond those attainable through a direct OEM purchase.

**Time to value**

The expertise of a device services partner also enables rapid time to value. In this kind of partnership, expert strategy and cutting-edge insights drive device decisions, making device-focused transformation initiatives faster and simpler to implement and optimize. With these efficiencies in place, time to value is reduced, making innovation, go to market and return on investment faster than otherwise possible.
Case study

The client

A global entertainment and hospitality company with 300,000 employees.

The story

Before partnering with Insight, the client was losing valuable work time to writing quotes, gaining approvals and processing leases. Additionally, two of the client’s business units needed to optimize the refresh process for its Apple® device ecosystem.

The client’s old model for device replacement was characterized by wasted time and inefficiencies:

- Quote requests were made via email, printed, and manually reviewed and processed.
- The reporting process was lacking, limiting insights which could have improved the process.
- Different needs for different business units made the process difficult to streamline.
The solution

Insight identified key challenges in the client’s processes to propose a custom solution in conjunction with Apple Financial Services. Together, we delivered a proof of concept demonstrating simplified procurement capabilities tailored to each of the two business units.

The client approved the proposal and proceeded to implement Insight tools and processes, including:

- Insight management for all of the client’s iOS® business for one business unit
- Refresh of approximately 10,500 iPad® and iPhone® devices throughout the client’s visitor locations
- Various device lifecycle services from client-reserved inventory and device kitting to custom e-procurement portals

Our work helped the client see substantial efficiency gains — the client now saves 20–30 minutes per order, equating to 20–24 hours per month across the company. The value Insight brings to the client’s device procurement and management is value that can now go back into the company.
Financing a leading-class device ecosystem is simple with Insight and Apple Financial Services.

Insight and Apple Financial Services make it easier for your organization to empower your workforce with best-in-class devices in the most cost-effective way.

- Flexible upgrade cycles
- Innovative payment models
- Straightforward user experience

With simple, attractive options, organizations can save 25% on the cost of Mac® and iPad® devices, trial Apple® devices short term and simplify Apple adoption and support with practical, affordable financing and payment plans.
2: Enhance the user experience.

The user experience is an area of hidden value. While many take the mindset of "if it’s not broke, don’t fix it," true leaders understand that providing value drives value.

Equipping users with tools to help them do their jobs well is a large contributor to a company’s overall success. A good user experience trickles into a positive consumer experience — the hallmark of a reputable brand.

Having a device services partner to help optimize your device environment not only improves overall efficiency, but also better serves your workforce with a user-friendly experience. Workers equipped with their preference of reliable, high-performance devices are more productive and satisfied. And a productive, satisfied workforce is often the key to stronger customer satisfaction.
Case study

The client

A 200-employee staffing and recruiting agency.

The story

The client’s computers were outdated and no longer met the needs of the sales team who used them. These devices provided such a poor user experience that reliable daily operations were impossible.

In addition to the much-needed refresh, the client wanted to transition its fleet of devices to the sales team’s preferred choice of Apple MacBook Air® laptops. However, the client was unsure how to attain the personalized service and low prices it needed. To make matters worse, the company knew its existing device management software was ill-equipped to serve the business post-refresh.

The solution

The client engaged Insight’s team to learn about its existing IT environment and procure competitive device prices in partnership with Apple.

The client placed a device order, and in further conversation with our teams, decided on a new device management solution to support its new Apple environment. To streamline the client’s device rollout, we ensured every MacBook Air laptop was appropriately configured before deployment.

By providing end users with the devices they requested, the agency has greatly improved the user experience, resulting in higher employee satisfaction, productivity and retention.
Get employees the technology they want and the support they need with Mac Enablement.

Insight and Apple have partnered to develop the Mac Enablement Program, a comprehensive, tiered offering for organizations that want to adopt Mac® devices while modernizing the digital workplace environment.

- **Define, build and secure** your Mac device vision with assessment and professional services.
- **Deploy, administer and support** the device ecosystem with managed lifecycle and endpoint services.
- **Deliver an exceptional end-user experience** with managed support services.

Scalable solutions from the Mac Enablement Program allow organizations to overcome the roadblocks of Mac adoption while solving common business challenges.
3: Simplify device workflows.

One of the most compelling reasons to update your device management strategy is to enjoy the benefit of simplified workflows across the device lifecycle.

Making your device lifecycle simpler makes the lives of everyone involved simpler.

Procurement alone, for instance, is a tedious process of requests, approvals and negotiations. Insight’s procurement platform transforms the purchasing process by removing the barriers between vendors and lines of business.

Eliminating the back-and-forth that slows down acquisition, and providing expert services across preparation, deployment, maintenance and more, Insight streamlines the entire device lifecycle. This makes it easier for organizations to achieve the agility and innovation they need.
Administer and support Apple devices with ease through Insight’s Managed Endpoint service.

Recruiting and maintaining a knowledgeable team to administer and support a complex device ecosystem can be a challenge, especially for growing organizations. That’s why Insight delivers Managed Endpoint for Apple® devices, providing your organization with:

- **Evaluation** of your existing endpoint management solution environment
- **Configuration** of a cloud-based endpoint management instance
- **Migration** from legacy on-premise SCCM infrastructure
- **Expert ongoing administration** of the endpoint management environment
- **24/7 admin-to-admin support** for Microsoft® Endpoint Manager, VMware Workspace ONE® and Jamf® Pro
- **Regular reporting**, service reviews and roadmap development

Managed Endpoint enables your internal teams to refocus on critical business needs while ensuring you achieve maximum value and performance from your Apple device ecosystem.
Streamline, secure and support your cloud workforce with Managed Mobility Services.

The workforce has gone mobile, and many organizations are still struggling to accommodate this new way of doing business. And with roadblocks ranging from skill gaps to connectivity costs to complex systems management, it’s no wonder.

Insight’s Managed Mobility Services for Apple make it easy to:

- Maintain an up-to-date and secure mobility environment.
- Maximize mobility investments and control spend.
- Provide robust and effective mobility support.
- Improve remote employee satisfaction.

Working with Insight Managed Mobility Services, you can outline and achieve strategic mobility transformation goals to help you leverage your Apple® devices for the best business outcomes.
Why Insight and Apple?

Together, Insight and Apple offer sophisticated devices, advanced technologies and next-generation products to enhance the way you work. As a leading Apple reseller, Insight has the tools, knowledge and expertise to integrate Apple into your workplace.

Contact us to learn more.
About Insight

Insight empowers companies of all sizes, government organizations, and healthcare and educational institutions with Insight Intelligent Technology Solutions™ to realize their goals. As a Fortune 500-ranked global provider of hardware, software, cloud and service solutions, we give clients the guidance and expertise needed to define, architect, implement and manage technology today while transforming for tomorrow.

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Sources:
