Apple devices from Softcat

The progressive choice for public sector

Softcat | Apple Authorised Reseller

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1 The simple path to increased productivity.

Given the opportunity, three out of four employees would choose Apple devices for work[1]. Today, there are more and more compelling reasons for public sector organisations to give employees the option to choose Apple.

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Why Apple for your people: Enhancing employee experiences

A fresh approach to longstanding challenges

Public sector organisations face relentless pressure to serve citizens while working within constrained budgets. At the same time, the need to drive digital transformation so citizens can access and consume services digitally is making many IT environments increasingly complex.

Despite these challenges, organisations across local and central government, and in non-ministerial agencies, must still find ways to achieve efficiencies, improve access to services, and provide the support their communities need.

Progressive public sector IT teams are exploring new ways to meet these goals, by focusing on the impact of personal devices on employees' productivity, and taking a close look at the value of IT investments as well as their cost.
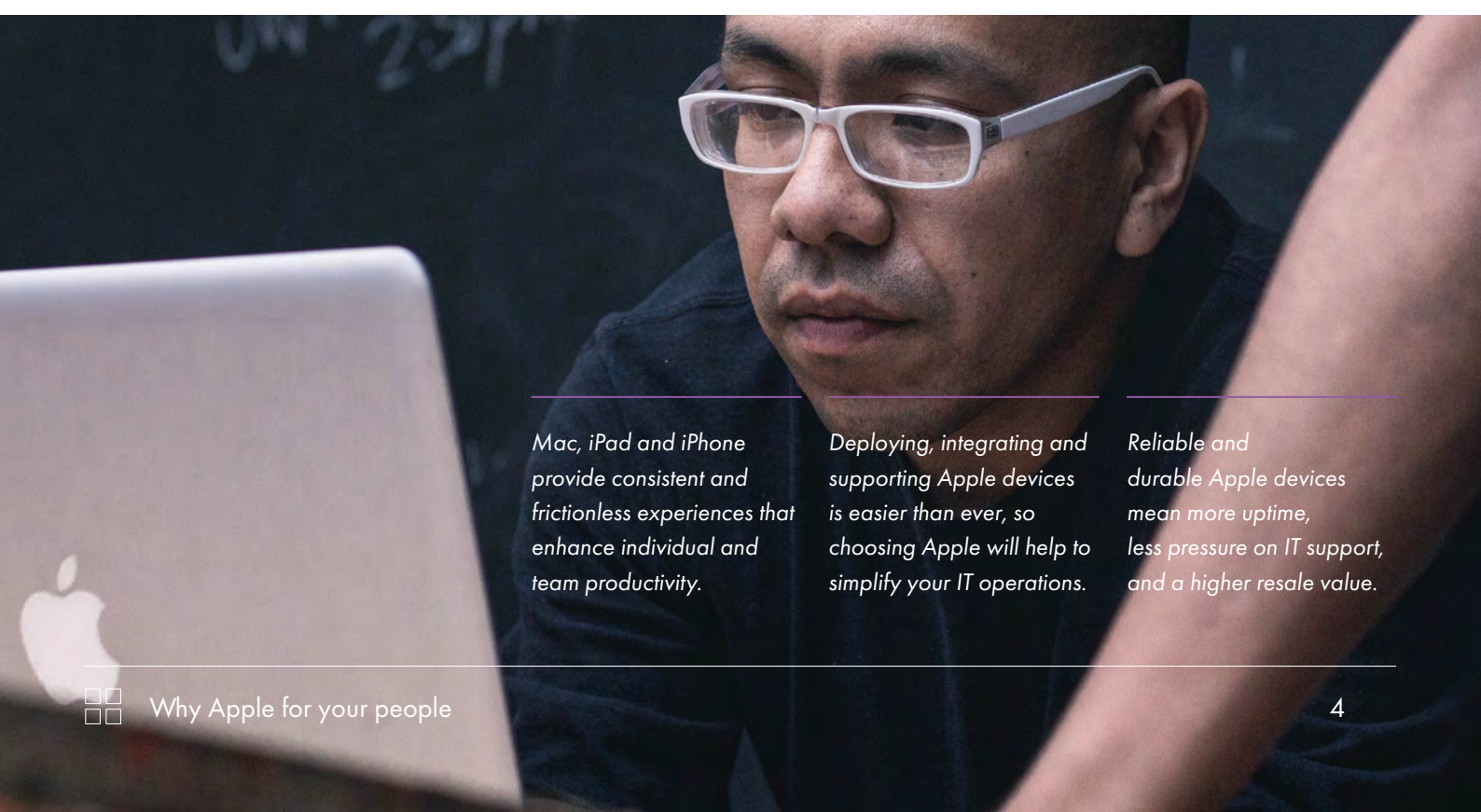
With these approaches in mind, there's never been a better time to give your people the option to choose Apple from Softcat.

More rewarding experiences for citizens and employees

Apple devices offer intuitive, familiar experiences people use instinctively outside work, so why not take advantage of these skills in your workplace?

People of all ages love using iPhone and iPad, so it's easy to extend this positive relationship to other devices like MacBook, which will feel instantly familiar to iOS users.

And when employees have access to tools they know and love, the whole organisation benefits from greater engagement, an energised culture of ownership, and improved employee retention and loyalty.

Mac, iPad and iPhone provide consistent and frictionless experiences that enhance individual and team productivity.

Deploying, integrating and supporting Apple devices is easier than ever, so choosing Apple will help to simplify your IT operations.

Reliable and durable Apple devices mean more uptime, less pressure on IT support, and a higher resale value.

3

Why Apple for your organisation: Supporting employee choice

Apple offers innovative ways to help public sector organisations adopt, procure, provision and manage Apple technology. At Softcat, we help you take full advantage of these innovations, making sure you get exactly the support and guidance you need from both a technical and strategic point of view.

From setup to device management and support, we apply these five principles to help simplify your deployment, and to make it easy and affordable to offer Apple devices to as many employees as you choose.

i. Focus on employee experiences

An employee-focused experience is about more than just which brands your procurement department buys, and embraces communication and support. We recommend:

- Talking to employees about where they find Apple products most helpful at present, to identify potential early adopters and advocates.

- We can help you set up a handy portal so employees have easy access to Apple products, support resources and individual eligibility criteria[1].

- We'll work with you to explore your payment and leasing options, including the possibility of including personal employee contributions.

ii. Take advantage of flexible financial models

The high resale value of Apple devices, combined with new financing options like device-as-a-service, means cash-constrained public sector organisations can take advantage of Apple products while minimising upfront costs.

- Measure the total cost of ownership (TCO) of your current equipment, including residual values and support costs, so you can benchmark against Apple with confidence.

- Collaborate with your procurement and finance teams to get their buy-in, and explore the potential for including personal employee contributions.

- Softcat can help you tailor a bespoke leasing agreement that includes multiple Apple devices, along with device management and support.

iii. Modernise provisioning and deployment

You can safely distribute Apple devices for employees to set up themselves with no hands-on involvement from IT. Apple Mobile Device Management (MDM) lets you configure and manage policies remotely; while letting people unbox and personalise their devices increases their sense of long-term ownership and care.

- Consider what learnings you can take from managing iOS endpoints via MDM and apply to macOS devices – many organisations find this an easy and logical step.

- We can help you integrate your Apple devices into the Apple Business Manager, which makes it easy to apply access rights and permissions to all your Apple devices.

- We'll make sure you're taking full advantage of native Apple security tools, giving you the option to save the cost of additional third-party software.

iv. Encourage personalisation

You can safely allow your people to personalise their Apple devices with their favourite apps so they can work in their individual productivity sweet spot.

- You can choose to restrict access to services like iCloud, but encouraging people to use their favourite apps in a secure way promotes a deeper understanding of security issues, without inhibiting the personalisation that leads to increased productivity.

- Almost all productivity and collaboration apps are Apple-compatible, and you can work with developers to enable access to legacy or mainframe apps from Apple devices if needed.

- Softcat can help you create a bespoke self-service portal[1], underpinned by Apple or third-party MDM, to help you manage app access rights and stay in control of licensing.

v. Share the IT support load

Employees who love Apple products are more involved in setting up their devices, so they can often troubleshoot issues without helpdesk support. And with best-in-class Apple hardware and software, you can expect fewer compatibility and reliability issues for your helpdesk to fix.

- Take advantage of starter guides that come with iOS and macOS devices to help employees learn independently and get the most from their Apple devices.

- Softcat can help make sure your people get any extra help they need, from establishing Apple support groups within your organisation, to creating a dedicated Apple help desk.

- We'll make sure you choose the AppleCare programme that delivers best value for money.

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Why Softcat and Apple for public sector?

As a longstanding Apple Authorised Reseller, Softcat is best placed to ensure you make the most of Apple technology. We can eliminate roadblocks in adoption by specifying, integrating, deploying, and managing your Apple devices with Apple Business Manager.

We can incorporate AppleCare, accessories and MDM licences as part of a flexible monthly payment finance plan via Apple Financial Services. And because we're committed to sustainability, we can help you meet your CSR goals.

Softcat's Apple team can provide a wealth of experience supporting public sector organisations. Our expert teams combine public sector and technical know-how, to deliver a strategically-focused approach.

Take the next step on your Apple journey

Improve your citizen and employee experiences with Apple devices from Softcat.
Click here to get in touch.

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