The Apple Practice at Connection

We Are Connection

Connection is a Fortune 1000 Global Solutions Provider that connects people with technology to enhance growth, elevate productivity, and empower innovation.

Our Story

When Patricia Gallup and David Hall founded this company more than 40 years ago, the personal computer was a revolutionary idea they knew would change the world. They were right.

Since that day back in 1982, technology has advanced in leaps and bounds. And we've been there all along, helping people connect with innovative technologies—from the PC to the latest cloud services—in new and exciting ways.

Establishing a reputation as a pioneer in the industry early on, our experts set the standard for the levels of service and support customers expect in the marketplace today. We became known as an innovator and service leader by introducing toll-free technical support before, during, and after the sale. Our team was constantly on the lookout for services that would differentiate the company from the competition and offer customers a higher level of comfort and convenience.

Today, we are a Fortune 1000 company with annual revenues of $2.9 billion. We've come a long way—and we haven't stopped yet.

A Trusted Technology Advisor

Twice recognized by Forbes as one of "America's Most Trustworthy Companies," our mission is to provide customers with the expert guidance, state-of-the-art tools, and exceptional service to solve their technology challenges. Today, we serve our customers through our staff of highly trained Account Managers, our team of on-staff experts, and our efficient procurement websites. A collaborative approach to the design, deployment, and support of technology has fueled Connection's growth and earned us the reputation of trusted advisor to our customers.

Technical Expertise

Offering nationwide service coverage, access to more than 300,000 products, and in-house teams of certified technical experts, project managers, and engineers, Connection continues to expand its capabilities to meet evolving customer needs. From virtualization and cloud computing to mobility and security solutions, the Company pushes the boundaries of information technology to provide the performance, value,and efficiency customers need to achieve better business outcomes.

Connection delivers custom-configured computer systems from an ISO 9001:2015 certified technical configuration lab at our Technology Integration and Distribution Center in Wilmington, Ohio. In addition, the Company maintains more than 2,500 technical certifications to ensure that we can solve the most complex issues of our customers.

The Apple Practice at Connection

With help from Connection, integrating Mac®, iPhone®, and iPad® into your office is easy. We're a certified Apple Corporate Reseller with a partnership that goes all the way back to 1984.

The Apple® Practice Covers:

• Apple Business Manager (ABM) direct integration

• Apple Device Enrollment Program/Volume Purchase Program loading authorized

• Advanced iOS® deployments using Apple Provisioning Utility (APU)

• Apple Financial Services partner

• Industry solution consulting

• Solution architecting

• Higher education authorized

• Cellular activations and (Verizon/AT&T/T-Mobile) cellular optimization services

Our Team Supports:

• AppleCare+® and AppleCare® for Enterprise enrollments, Apple OS agreements

• Apple Business Manager device enrollment and content purchase credits (formerly DEP and VPP for Apps)

• Apple C2C promo/gifting reseller

• Apple Professional Services, as well as Connection badged certified system engineers for paid on site engagements

• Connection is also an Apple Authorized Service Provider with the Enterprise Service Provider distinction

• Apple certified System Engineers on staff for presale consultation as well as deployable services (paid service engagements via SOW)

• Mac specialists on staff at Connection

We Offer Apple Professional Services, Including:

• Readiness Review

• Mobile Device Automation

• Fast-Track for iOS

• Wi-Fi Readiness Review

• AD Integration Services

• App Dev Readiness Review

• Employee Choice

• AD Integration Services PKI

• Mac Proof of Concept

• Mac Evaluation Utility

• Apple Provisioning Utility

 Corporate Reseller

End-User Computing and Mobility

Build an Infrastructure to Extend the Enterprise

READINESS—full survey to map out your needs

MANAGEMENT—application delivery, device management policy, and more

SECURITY—ensure security, protect data, and comply with regulations

DEPLOYMENT—budget-friendly and simplified rollouts

Offering Mac as a Standard Choice

Corporate adoption of Apple devices has increased dramatically in recent years and continues to experience year-over-year growth.

While Mac have always been a part of certain departments—such as advertising and design—they are often seen in a negative light by IT teams as an additional platform in need of support. The reality is that securely integrating and managing Mac in your existing enterprise environment can be quite simple.

Mac Integration and Management

Connection understands that many corporate IT teams may be struggling to find a methodology to integrate, manage, and grow what may have been an outlying technology.

By engaging one of Connection's Mac experts, you ensure your devices will be in compliance with existing corporate IT standards more rapidly, that users remain monitored and supported, and their systems are tied to the policies governed by your organization and industry.

Connection's expertise for assisting IT teams with Mac Integration and Management include:

• Integration with existing AD environment

• Security policy enforcement

• Zero-touch deployment

• Imaging

• App management

• Employee self-service portals

• Patch management

Steps You Can Expect:

• A thorough review of your existing architecture and deployments

• A comprehensive review of our findings with a gap analysis

• Completion of agreed changes and implementations

• Knowledge transfer to your IT staff

Core Services:

• Mobile Readiness Health Check

• Mobile Device Management

• Mobile Device Security

• Mobile Deployment Services

Networking and Collaboration

Connection has decades of experience building the right networking solutions for customers in every industry. Our services address network efficiencies, collaboration requirements, increased speed, and greater productivity. In-depth assessment, documentation, consultation, design, planning, installation, and management services are available for all networking solutions.

Network Architecture

A secure, reliable, and resilient network is crucial for any entity operating in today's technology-driven world. Our Networking Practice can help you develop a clear understanding of the capabilities and chart a plan to remediate inefficiencies.

Engagement goals include:

• Understanding existing network infrastructure

• Finding new ways to expand capabilities

• Optimize current investments

Network Access

Connection holds premier certifications and authorizations from leading vendors—including Cisco Gold, Hewlett Packard Enterprise Platinum, and Microsoft Gold. In addition, our talented engineers have acquired more than 2500+ professional certifications. These certifications allow us to offer enterprise-class service, access to volume pricing and in-demand products, software licensing programs, and expert technical service and support.

Collaboration

Our team has guided organizations through the careful selection of the right unified communication and collaboration technologies that drive innovative efficiencies.

We will work together with you to unify voice and video across your organization and build upon the existing foundation of your network infrastructure.

Trust Our Team of Experts to Simplify Your IT with:

• **Networking Assessment**—Our Networking Assessments break everything down into three major levels:
  • **Inventory**—A documentation effort that lets us get a handle on what we have within the infrastructure. Are products and solutions nearing the end of their life, and are they still supported by maintenance?
  • **Baseline**—The next tier is a baseline network assessment, which delves deeper in to the infrastructure analysis and best practices.
  • **Remediation**—The third level is a remediation effort, to resolve known issues within the environment.

• **Wireless Site Assessment** provides all the information you need to ensure a successful wireless implementation.

• **Video Assessment** helps determine if your network is ready to support the real-time traffic and Quality of Service (QoS).

• **Full Suite of Services**—Extensive consulting, engineering, process improvement resources, and customer advocacy to leverage optimal client outcomes and customer satisfaction

IT Lifecycle

The experts at Connection can help solve your IT lifecycle and managed services challenges with an extensive IT Service Management portfolio of solutions and services.

We offer a contemporary IT Service Management (ITSM) model, which includes remote infrastructure management, IT staffing, and technology deployments. Our robust Project Management Office and IT Infrastructure Library (ITIL) foundation ensures operational excellence throughout every engagement.

Your Goals, Concerns, and Challenges Become Ours

Our specialists provide expertise across the following core competencies:

• Service Desk Modernization

• Service Level Management

• IT Service Management

• Lifecycle Services

• Client Services

IT Service Management

Relevant forces such as aggressive application adoption, rapidly evolving infrastructure, end user sophistication, and IT functions at the business unit level increase constraints on IT. The resulting adverse effects include the inability to sustain governance, difficulties safeguarding infrastructure, and challenges to maintain service level agreements.

Our team offers decades of experience through comprehensive, yet flexible, services:

• Service Desk

• Asset Management

• Remote Management

• Maintenance

• IMAC

Technology Deployment

Connection delivers lifecycle services from the data center to the desktop, nationwide. Solutions range from complete ITSM services to modular lifecycle functions, as required. Services can be executed on a per project basis or as an ongoing managed service in a very customizable and agile framework.

Our services span:

• Configuration

• Logistics

• Refreshes

• Upgrades

• Installation

• Maintenance

• Disposal

Technology Integration and Distribution Center

You need technology that integrates seamlessly into your existing infrastructure, workflows, and processes. Our Technology Integration and Distribution Center (TIDC), offers world-class integration services backed by a commitment to connect you with technology solutions that exceed your expectations.

TIDC Key Stats

- ISO 9001:2015
- 20GB fiber throughput lab
- 2,500 units / day capacity

- 42,000 sq. ft.
- VPN connectivity
- 400,000 units per year

State-of-the-Art Custom Integration Center

Count on Connection to deliver custom integration services on your schedule. Our enhanced facility covers more than 42,000 square feet, with over 1000 live connections. This enables us to deliver the advanced services you've come to depend on today—with the speed and scalability you'll need tomorrow.

The Connection TIDC is equipped with the latest technologies and powered by industry-leading methodologies, ensuring even the largest custom configuration orders are completed to your exact specifications and ready for overnight delivery to any of your locations, branches, or remote facilities nationwide. Our technicians maintain extensive certifications and authorizations from all major manufacturers, with more than 90% of the team holding one or more CompTIA certifications. Connection is dedicated to ongoing technology training, so our team stays current on the latest industry developments as well as advances in partner technologies and best practices.

Optimize Your Next IT Deployment with Integration Services

Connection offers complete solutions with every order—from the simple request to the complex—no order is too big or too small. Our integration teams have developed key services to provide you with the simplest, most effective methods to deploy your systems, saving you time and money.

Our Technology Integration and Distribution Center Offerings

Provisioning and Imaging: By providing several methods of deployment, such as DISM, MDT, SCCM, and our own custom Connect Deploy tool, we can save you hundreds of staff hours in deployment time. Plus, ensure excellence in image consistency by having our experts build and maintain your image.

VPN-based Provisioning: Setting up a point-to-point VPN connection between the TIDC and your facility enables us to provide complete provisioning services, including the capability to send a unit to your facility with plug-and-play functionality.

Deployment Hosting: Utilizing VPN services, we provide you with a "virtual slice" in our facility to set up a complete SCCM environment or distribution points (MDT, DP). This allows us to deploy directly from your network, speeding the provisioning process and providing excellent quality controls.

Mobile Provisioning: The TIDC offers a wide array of mobile device provisioning and has experience with all major MDM environments, including AirWatch, Mobile Iron, SOTI, and using manufacturer-specific provisioning utilities, such as Jamf.

Jamf Services: Automate the processes and workflows related to the management of Apple devices from zero-touch to complex deployment. The TIDC offers setup and management of a Jamf Pro instance for easy deployment of all your macOS®, iOS, and tvOS® devices, and can offer customized deployment options suited to your specific business needs.

Remote Management: Take the hassle out of managing your Apple devices. Using Jamf, we can assist with all aspects of provisioning new equipment and providing remote support to units in the field—including inventory reporting, self-service, compliance monitoring, policy enforcement, software distribution, and patch management.

Location in a Box: Take advantage of one-stop shopping by sourcing all of your equipment from Connection. Our experts provision and test all units and send them directly to your location, in as few boxes as possible or on a skid. This greatly reduces your on-site staff setup time and saves you money because the units are out-of-box ready.

Asset Tagging and Data Capture: Keep track of your important capital assets and save valuable administrative time with one of our multiple tagging solutions. We can utilize your organization's existing label set or create one for you, from simple white labels with digit codes to sturdier tags with colored logos.

Kitting/Reverse Kit Solutions: Our experts can prepare custom kits for your new users. Let us image your systems, ship them,and include additional items that might be required, such as networking equipment or setup documentation.

Laser Engraving: The TIDC can perform laser engraving services that feature your own artwork, adding a layer of device security and increasing your brand awareness.

Inventory Planning and Rollout: Let us manage the logistics of a rollout, securely store newly purchased equipment, and custom tailor a delivery schedule. We can also store your hardware standards and software images, giving you the ability to easily expedite replacements for broken, worn out, or lost equipment.

Document/Printing Insertion Service: Insert a printed set of customized instructions with each product or kit. Our configuration specialists will work with you to develop the documentation your end users need, from answers to common questions to instructions on how to connect a new device to the network.

Custom Packing: To save you significant time in unboxing and waste management, we can remove products from manufacturer packaging and place them in case packs specially engineered to meet your needs

Jamf Practice

Jamf is focused on helping organizations succeed with Apple. Their products help organizations set up new devices with ease, manage application distribution and settings, and protect devices and company information. Jamf offers a solution to fit every organization's needs. Jamf Pro is an enterprise-grade Apple device management solution designed for IT professionals. And Jamf Now is an on-demand Apple device management product with an intuitive design that doesn't require IT experience. Learn how Jamf can help you manage your organization's Apple devices as an ecosystem.
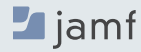
jamf Gold RESELLER   jamf INTEGRATOR   jamf MSP

Best-of-Breed Software Is Just the Beginning of What You Get

Whether you've used Apple for years and have 10,000 in your organization, or you are just beginning to integrate Apple devices into your business, Jamf and Jamf Pro make management simple and secure. IT gains peace of mind and users get the experience they want.

Save Time and Money with Jamf Services

Jamf services help organizations set up new Apple devices with ease, manage application distribution and settings, and protect devices and company information. There's a Jamf solution to fit every organization's needs, no matter how large or small.

Available Jamf Services include:

Managed Service Provider: As a Jamf Pro Managed Service Provider, Connection offers the Apple experts, time, and resources to help you create and manage your Apple environment.

Jamf Environment Setup: Connection will implement a Jamf Cloud instance for use by a service provider and client to provide Jamf Management Services.

Automation: Jamf integrates with Apple Business Manager, allowing for zero touch deployment and app deployment.

Jamf JumpStart: We can provide training and instruction on how to build your Jamf environment.

Health Check Assessment: Not sure if you're ready for Jamf? This top-level view of your environment will allow you to see your strengths and areas of concern that might prohibit your upgrades.

Jamf Managed Services

All the EMM capabilities you need in one package.

• Deployment   • Device Management

• App Management   • Inventory

• Self Service   • Security

Jamf Protect

Leveraging native Apple security tools, Apple's new Endpoint Security framework and on-device analysis of macOS system events, Jamf Protect creates customized telemetry and detections that give enterprise security teams unprecedented visibility into their macOS fleet.

With its streaming insights and kextless design, Jamf Protect extends Apple's security and privacy model to your enterprise while upholding the Apple user experience.

Mac as a Service

Mac is no longer a niche in business, solely reserved for designers and creative types. It has rewritten the way organizations work and manage devices by creating a platform that supports user needs and IT requirements. Don't get left behind. With help from Connection, integrating Mac into your office is easy. We're a certified Apple Authorized Reseller with a partnership that goes all the way back to 1984. To make integration of Mac into your business as seamless as possible, we've created our Mac as a Service offerings. Take a look at what we have to offer and get in contact with us to get started today.

Distribution and Configuration Services That Make Mac Easy

Our Technology Integration and Distribution Center (TIDC) brings a host of services to your Mac deployment.

Our distribution and configuration services provide:

• Asset Tagging

• Laser Engraving

• Device and Peripheral Kitting

• Onboarding and Off-boarding

• Document Insertion

• Reduced Packaging

• Depot/Break Fix

• Direct ABM Integration

Save Time and Money with Jamf Services

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Automation: Jamf integrates with Apple Business Manager, allowing for zero touch deployment and app deployment.

Jamf JumpStart: We can provide training and instruction on how to build your Jamf environment.

Location-in-a-Box: Created in the lab, and customized for you, location-in-a-box options allow you to package everything you need to be ready on day one.

Health Check Assessment: Not sure if you're ready for Jamf? This top-level view of your environment will allow you to see your strengths and areas of concern that might prohibit your upgrades.

Financing Options to Fit Your Budget

Our financing options allow your organization to:

• Match payment structures to technology upgrades.

• Keep your fleet up to date

• Pay less over time than an initial cash purchase

• Add to the lease at any time during the term and extend the lease term when business needs call for it

Built for Business

Apple products are built for the way modern businesses work. They give employees powerful yet intuitive solutions. macOS and iOS are designed for simplicity, so they feel familiar and empower employees to do great work. Apple products are also secure, easy to deploy and support, and compatible with enterprise systems and apps.

Apple Products Answer the Demands of Every Worker

• Work smarter and simpler

• Work across devices seamlessly

• Work faster

• Work in new ways

• Work on multiple tasks without losing focus

• Compatible right out of the box

• Enterprise-grade security

• Easy to deploy, support, and manage

Powerful Apps for Every Department

Apple offers a robust ecosystem of apps for every employee in every department.

• **HR:** Apps that support HR Teams across a range of needs, from training, to payroll, to recruiting and onboarding. Build a smarter workforce with Apple tools.

• **Finance:** Apps for everything from accounting to invoicing, to reporting and expense management.

• **Sales:** Apps for managing the pipeline, customer relationships, and sales planning and reporting.

• **Marketing:** Apps for brainstorming, building campaigns, generating content, managing outreach, and measuring success.

• **Product Design and Engineering:** Apps for concepting, prototyping, and coding

Industry Solutions Group

As a leading Global Solutions Provider, Connection has been trusted for more than 40 years to connect people with technology that enhances growth, elevates productivity, and empowers innovation. The Connection Industry Solutions Group (ISG) provides the tools and resources needed to bring measurable value to customers across key industries: Healthcare, Retail, Manufacturing, and Finance. We provide this value through our extensive partnerships, comprehensive education and certification programs, and knowledgeable industry subject matter experts.

Here to Service All Your Technology Needs

In addition to our mobility offerings, Connection offers a comprehensive suite of technology solutions and services. As a leading Global Solutions Provider, Connection delivers more than 1 million hardware and software products, and a full portfolio of services spanning converged data center and networking to cloud, end-user computing, managed services, and cyber security.

Why Connection?

Connection is committed to providing industry-specific solutions to meet your challenges, delivering a wide range of hardware, software, and services to address your information technology business goals. Leverage our deep experience and skilled engineering services to deliver on your company's continuous improvement initiatives. Engage with one of our experts today and discover how Connection's vertical offerings can help your business accelerate productivity and unleash innovation. And with support from our partners at Apple, our enablement suites feature technology products from the names you trust—all backed by the experience of a leader in IT procurement and implementation.

Connection will:

- Consult with management and employees to identify the technology, interface, accessories, and software needed to achieve operational goals

- Deliver tailored recommendations on the specific devices and accessories available from Connection's best-of-breed vendor partners

- Architect the best software, apps, networks, and enabling technology to design an experience your employees will rapidly adopt

- Manage the lifecycle of these technologies and processes, with the option of on-site assistance

"Our ISG team works to enable a compelling go-to-market strategy by developing vertical offerings through alignment with our partner offerings, Sales/customer feedback, and our Technology Solutions Group."

Jamal Khan,
President of GlobalServe, Marketing, and eCommerce

Cross Industry Solution

fastfield

Paperless Forms

A complete and fully customizable solution to transform your paper forms into dynamic mobile forms to save time and money. Create and deploy Inspections, Work Orders, Surveys, Audits, Jobsite Reports, or any custom mobile form within minutes!

Key Fastfield Features

Powerful features to create, deploy and collect your digital form data:

• Extremely Flexible Form Builder
• Highly Intuitive Mobile Form Applications
• Offline Data Collection
• GPS Tagging and Time-stamping
• Photo Capture with Annotations
• Video and Audio Capture
• Dynamic Form Rules and Skip Logic
• Form Dispatch and Task Assignment
• Custom PDF and Word Reporting
• Business Intelligence Dashboards
• Customizable Workflow / Form Automation / External Lookup / Reference Data
• 3rd Party Enterprise System Integrations
• Barcode/QR Code Scanning

Integrate, Automate, and Expand

Integrate with internal and 3rd party systems using our API services and workflow actions to deliver your forms and data. Built in integrations include Email, SFTP, HTTP, DropBox, SQL Server, Google Drive, Sharepoint, Zapier, and more. FastField also supports "Direct Post" which allows you to bypass our cloud storage to route data to a private endpoint.

Retail Vertical

In an era where customers use their mobile devices to shop in-store, they expect your frontline employees to be similarly empowered to deliver prompt and personal service through the use of mobile devices.

Connection can help you maximize the strategic value of your iPad or iPhone investment with our end-to-end support of retail mobile deployments, including:

- Deep expertise in the retail industry
- Leading mobile security and device management
- Preferred Apple partner
- End-to-end mobile services
- Full service distribution center

By combining Connection's retail mobile expertise with Apple's powerful, secure, and familiar mobile platform, your retail business can improve productivity and performance while helping your store associates deliver a better customer experience. And, you'll also realize quicker adoption, better results, and a faster return on investment.

Retail Solutions Include:
- Customer Collaboration and Communication
- Training and Enablement
- Assisted Selling
- Mobile POS
- Productivity

Retail Solution

Learning Management

Bigtincan's enablement platform allows retailers a single connected platform for training and communication that is available on any device at any time and anywhere. With greater access for employees to training materials and the ability to track and manage employee training and communications, a retailer has the ability to:

• Increase sales team productivity

• Track and manage all assets, communications, and training

• Analyze content effectiveness

Training and Enablement

Effective training enables employees to be more knowledgeable and efficient when doing their job. By deploying mobile devices—such as iPhone and iPad—retailers can increase employee engagement and boost their employee retention rates.

Improve learning with devices that are familiar and preferred

iPad provides the best choice for training frontline employees since a large (and increasing) part of the retail workforce is comprised of millennials and Gen Z employees who have grown up on mobile devices and prefer them to other technologies.

Increase associate time on the store floor

Mobile microlearning allows employees to train in short time frames, such as between customer interactions, keeping them on the store floor and increasing productivity.

Track training metrics

By tracking metrics such as employee engagement and retention, retailers can ensure training compliance and improve associate engagement by identifying where employees are not completing or taking too long to complete training.

Increase the consistency of brand standards

Distributing communication and training materials on iPad and iPhone helps ensure that all employees receive up-to-date training materials that are distributed at the same time and in the same manner.

bigtincan®

Healthcare Vertical

Your Healthcare Industry Experts

The Connection healthcare team provides the tools and resources needed to bring measurable value to our healthcare clients. We provide this value through our extensive partnerships, comprehensive industry education programs, and knowledgeable subject matter experts.

Healthcare Market Commitment:

- Certified healthcare sales representatives: 300+ across our three subsidiaries
- Industry events attended: HIMSS Annual Conference, HIMSS Regional Chapter Conferences, CHIME CIO Fall and Spring Forums
- Number of healthcare customers: 4,000+
- Number of years with dedicated market focus: 12+
- Executive Leadership, Account Management, and Business Development
- Partnerships: HIMSS Diamond Corporate Member and CHIME Foundation Premier Membership

Additional Products and Services

- Mobile Devices
- Mobile Device Management
- Depot Repair Services
- Wi-Fi Readiness and Network Optimization
- Kitting, Engraving, Deployment, and Logistics
- Infection control

Featured GPO Contracts

PREMIER

vizient™
Awarded Supplier

Healthcare Solution

Clinical Communication and Collaboration Solution

Mobile devices have transformed the way healthcare professionals create, store, and access health information. Physicians, nurses, and clinicians are challenged to communicate quickly and efficiently with each other. Healthcare staff need secure but easy access to patient data and clinical communications ensuring they receive urgent and vital updates, while not being overwhelmed with the mundane and unimportant alarms and messages. Managing calls, pages, alerts, and prioritizing multiple tasks make it hard to give patients the time and care they need. Connection's integrated clinical communication solution on iPhone can help you unify workflows with communication to improve care delivery.

Improving How Care Teams Work Together

A Fully Integrated Package

- Simplify collaboration by consolidating secure messaging, voice calls, pages, critical alerts, nurse calls, and clinical workflows into one HIPAA compliant mobile application
- Lower IT costs by eliminating the need for additional servers
- Enable prioritization of mission-critical communications, network connectivity, and enhanced roaming over Cisco Wi-Fi networks utilizing Fastlane
- Provide security, reliability, and control across the entire wireless network utilizing Cisco and Jamf
- Integration Services
- Native scanning
- Connection is able to tailor a complete end-to-end solution that meets your specific needs with a single partner to help mange the process.

PatientSafe Benefits:

- 100% reduction in barcode scanners
- 100% bedside specimen collections cross-labeled and cross-matched
- 86% of users see improved response times
- 67% of users experience fewer interruptions
- 60% decrease in medication administration errors
- 15 seconds to reach the right care team member, down from 5 minutes,
- 60 minute saved per nurse per shift

Manufacturing Vertical

Digital Solutions to Unleash Innovation Across Your Business

With an ever-changing talent pool, new sources of data, and advancing technologies, it's more important than ever to empower employees with mobility solutions to support your digital transformation. As the manufacturing world speeds towards industry 4.0, smart devices, and increased automation, deploying the right digital solutions for your environment can help you:

- Drive user engagement at the place where work is performed
- Deploy business applications and information to anyone, anywhere, anytime
- Go paperless, train differently, and communicate more effectively
- Improve bottom line by enhancing OEE, Zero Defects, and Employee Ramp and Technology Adoption

Curated for Manufacturing

- Save time and money with fully designed and integrated solution sets designed to deliver out of the box
- Cutting-edge Apple devices and accessories to please next-generation and top talent
- Wide range of cases designed to withstand drops, tumbles, dust, water resistance, and biological requirements
- Reliable charging stations with magnetic connections—no more messy wires or failed charges
- Software designed to get the job done

Manufacturing Solution

Factory Mobility

With Connection's General Factory Mobility services, employees can minimize the physical and digital gap between their work and the nearest computer. Accelerate your factory's digital transformation by equipping employees with Apple devices that give them the data and tools they need.

Optimize mobile device solutions for your unique factory environment.

Connection pairs factory-ready devices with curated apps and accessories. Shorten the time it takes to onboard new employees and educate your existing team with streamlined training and mobile solutions your workforce is already familiar with. Connection also handles unified device management on your behalf, so there's no need to worry about saddling your IT department with more devices to manage.

Accelerate Factory Talent and Industry 4.0 Adoption

Curated for Manufacturing

Our trusted vendor partners provide apps and systems that are just like the ones on your employees' personal devices. A curated user experience means significant reductions in on-boarding and training time.

• Save time and money with fully designed and integrated solution sets designed to deliver out of the box

• Best Apple devices and accessories to please next-generation and top talent

• Wide range of cases designed to withstand drops, tumbles, dust, water resistance, and biological requirements

• Reliable charging stations with magnetic connections—no more messy wires or failed charges

• Software designed to get the job done

No Management Headaches

Connection's unified device management expertise means factory managers and IT teams don't have to keep up with systems updates, device lifecycles, or warranty claims.

Let Connection augment your skills or resource shortages with the latest network and end user compute services. Our experts can help you:

• Design the right unified device management (UDM) solution for your business

• Manage profiles, security, and experience over the air

• Image, tag, and ship directly to your employees

OTTERBOX BUSINESS **RAM** MOUNTS

Coming Together for Your Success

Connection is a leading Global Solutions Provider, and our goal is to deliver unique technology solutions to our customers' most complex challenges—such as helping them increase their revenue, cut costs, expand to new markets, or reduce risk. We work with leading hardware, software and solutions partners that support the Apple ecosystem.

GlobalServe

Global IT Procurement Simplified

As a multi-national organization, streamlining your international technology procurement isn't easy, fast, or affordable. You face challenges at every turn—from delivery inconsistencies, freight forwarding, customs, and tax considerations to currency and exchange factors, warranty claims, service availability, and more. That's why we're here.

Our GlobalServe® offering addresses these challenges and simplifies your supply chain with innovative technologies, proven processes, and validated in-country solutions. Now you can ensure your offices overseas enjoy the same affordable IT solutions, extensive product selection, trusted guidance, and exceptional customer service that Connection delivers in the United States.

Go the Distance

Discover how OneSource, our global procurement platform, reduces complexity, lowers costs, and increases visibility from deployment to service to asset disposal. This industry-leading technology gives you instant access to powerful reporting capabilities, an extensive product catalog, and more than 500 suppliers from 174 countries (97 Apple authorized).

OneSource streamlines the buying process for authorized users by offering:

• Customized workflows and role-based functionality

• Comprehensive transaction management throughout the IT lifecycle

• Support for 9 languages

• Pricing in USD or local currencies

• Deliver and bill with in-country currency to recoup VAT (15%)

• Single Sign-on accesses to the Global OneSource Portal

AppleCare

Service and Support from Those Who Know Apple the Best

Most Apple hardware comes with a one-year limited warranty and up to 90 days of complimentary telephone technical support. To extend your coverage further, purchase the AppleCare Protection Plan or AppleCare+.

Because Apple makes the hardware, the operating system, and many applications, Apple products are truly integrated systems. And only AppleCare products give you one-stop service and support from Apple experts, so most issues can be resolved in a single call.

We offer AppleCare+ for:

- Apple Watch®
- Mac
- iPad
- Apple TV®
- iPhone

AppleCare Professional Support

Get the IT department-level support you need when deploying macOS, macOS Server, or iOS in your organization. AppleCare OS Support delivers phone and email support for integration, migration, and advanced server operation issues. Whether you have occasional questions or you need assistance on a regular basis, Apple has a plan to fit your requirements. Each plan provides one year of coverage.

What's covered

AppleCare OS Support plans provide enterprise-level incident support—defined as support for integration into heterogeneous environments; system components; network configuration and administration; professional software applications; web applications and services; and technical issues requiring the use of the command-line tools for resolution.

Every AppleCare OS Support plan includes AppleCare Help Desk Support, an annual technical support plan that covers an unlimited number of support incidents for software installation, launch, and use; hardware and software diagnosis and troubleshooting; and issue isolation for Apple-based solutions.

Products covered under AppleCare Help Desk Support include:

- Apple hardware
- Current versions of iOS, macOS, and macOS Server
- Most Apple tools and applications, including Apple Configurator 2, Apple Remote Desktop™, Classroom, Compressor, Final Cut Pro®, GarageBand®, iMovie®, Keynote®, Logic Pro®, Mainstage®, Motion®, Numbers®, and Pages®.

AppleCare Technician Training included.

With AppleCare OS Support, you also get access to AppleCare Technician Training, the only Apple-developed, Apple-approved online service certification training available. Additional access to AppleCare Technician Training Tools can be purchased separately.

AppleCare for Enterprise

Our Team of Experts, Side by Side with Yours

From 24/7 phone support to priority onsite repairs, you'll get personalized assistance from experts who can keep your IT operations running smoothly.

• 24/7 Technical Support

• One-hour response time to urgent issues

• Monthly activity reviews with your Account Manager

• Onsite service for two or three years

Your AppleCare Account Manager

AppleCare for Enterprise starts with an AppleCare Account Manager—your personal liaison with AppleCare. Your AppleCare Account Manager will help review your IT infrastructure, track issues you may be having, and host monthly reviews of your account activity, including both support calls and repairs. With continuous support from your AppleCare Account Manager, you and your team will get the most out of AppleCare for Enterprise.

IT department-level coverage

Because Apple makes the hardware, operating system, and many applications for every Apple product, AppleCare for Enterprise delivers integrated support and service you can't get anywhere else. You'll get IT department–level support by phone or email for all Apple hardware and software. We'll provide support for complex deployment and integration scenarios, including MDM and Active Directory.

AppleCare for Enterprise provides IT department–level support for six technical contacts you designate. Support is available 24/7 with one-hour response times for top-priority issues, such as when a production service is down. You can also increase the number of technical contacts for an additional fee.

Help for your help desk

AppleCare for Enterprise can help reduce the load on your internal help desk by providing technical support for your employees over the phone, 24/7. Apple will provide technical support for Apple hardware and operating systems; Apple apps such as Keynote, Pages, and Numbers; and personal accounts or settings.

Coverage for Every Mac, iPhone, and iPad

AppleCare for Enterprise includes flexible service options, priority onsite services, and next-business-day device repair or replacement.

Onsite hardware service for two or three years.

You have the option to get onsite service coverage for two or three years from the date of your hardware purchase. If you have a hardware issue during that time, AppleCare for Enterprise will help get you back up and running quickly. IBM's Global Technology Services, a worldwide Apple Authorized Service Provider, will provide onsite service within the next business day.

Additional device repair or replacement.

In addition to onsite hardware coverage, you can repair up to 2 percent of your covered Mac computers, or up to 5 percent of your covered iPad or iPhone devices, for any reason. So if an employee accidentally damages a device, AppleCare for Enterprise can cover that, too. In most cases, Apple can repair or replace the device within one business day.

Financial Services

Financing as unique as your business.

It's easier than ever to bring Apple products into your workplace with innovative financing options through Apple Financial Services. Get the products and services you need, exactly when you need them. Apple Financial Services also keeps your costs low by accounting for the high residual value of Apple devices up front. Flexible upgrades give you complete control of your refresh cycle, and with clear and straightforward terms, the experience is simple and friendly.

3 Keys to Leasing

1. Innovative Payment Models

Apple products are built to last, and with a high residual value they make a smart investment for your business. Apple Financial Services guarantees that future value upfront, to create compelling financial structures.

2. Flexible Upgrade Cycles

Connection and Apple Financial Services design leasing solutions that align with your business needs today, while keeping your future options open. With customer-friendly end-of-term options, you have complete control of your refresh cycle.

3. Agreements Made Easy

Working with Connection and Apple Financial Services, you can get the technology you need to manage your business, with an experience that is simple, flexible, and efficient—exactly as you would expect from world-class partners.

Advantages of Financing

Fit financing to the way your company uses Apple gear.

Technology lifecycles are different for every company. Apple Financial Services works with businesses to match payment structures to their technology upgrades.

Keep your fleet up to date.

Regular technology upgrades through leasing reduce compatibility issues and minimize the costs associated with having multiple generations of equipment.

Include Apple and non-Apple gear and services.

Apple Financial Services offers financing for more than just your Apple equipment. Get services, accessories, AppleCare, and third-party gear all in one payment.

Leasing Apple gear benefits your cash flow.

For qualifying businesses, leasing equipment often means paying less over time than an initial cash purchase.

Financing means greater flexibility.

Leasing through Apple Financial Services means your business can add to the lease at any time during the term and extend the lease term when business needs call for it.

Financing also means greater predictability.

A clearly specified payment stream means your business knows what its technology costs will be during the financed term. That means fewer surprises for accountants and finance departments.

Reference Documents and Links

Connection Services and Solutions

TIDC Overview Brochure

Mac Integration Consultation Brochure

Connection NSP Overview Video

Apple in Retail eBook

UX with Connection, Apple and Cisco Video

PatientTouch for IT

FastField Mobile Forms Overview

Jamf Documentation

Jamf Overview Brochure

Jamf Employee Choice Overview Brochure

Jamf Retail Podcast Video

Jamf Pro for Healthcare Brochure

Jamf MDM Overview Brochure

Jamf TCO: Mac vs. PC Brochure

Apple Professional Services

Readiness Review

Mobile Device Automation

Fast-Track for iOS

Wi-Fi Readiness Review

AD Integration Services

App Dev Readiness Review

Employee Choice

AD Integration Services PKI

Mac Proof of Concept

Connection Website Links

Bigtincan Retail Page

Apple at Work

Apple Financial Services

Mac in Business

Mac as a Service

Mac Integration Consultation

Jamf Showcase

PatientSafe Showcase

Apple and Connection

Productivity meets simplicity.

As a leading Global Solutions Provider, we connect people with technology that enhances growth, elevates productivity, and empowers innovation.

Our Apple Practice will partner as an extension of your team to help you balance business objectives with transformation to create an unparalleled employee experience.

Contact your Connection team for more information and pricing.

Connection™
we solve IT™

Enterprise Solutions
1.800.369.1047
www.connection.com