

# Jigsaw24 in Enterprise

JIGSAW24





**Why partner with us?**

**MDM Enrolment**

**Management**

- Delivery to Desk
- Removal of Old Tech
- Asset Tagging
- User Training
- Floor Walking Support
- Tech Bars
- CAT24

**Deployment**

- Remote Support
- Proactive Monitoring
- Managed Service
- Technical Training

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Jigsaw24 for partners



# Where's the weak link in your IT deployment?

Are you delivering the user experience key staff deserve? Are your cloud-based systems secure? Do you know how data is leaving the business – and how to stop it? As the way we do business changes, our customers are asking themselves big questions about the future of their IT services and, as you'd expect from 25,000 of the UK's most complex companies, the answers are varied and compelling.

That's why this year, we've focused on building out our service desk and strengthening our network of partners. We want to continue supporting our customers no matter how or where they choose to work. From streamlining our DaaS offering to facilitate employee choice, to making our endpoint data offering more robust, to investing in our AV capabilities so we can deliver cutting-edge room management solutions, we're determined to help in every area of your office – even your datacentres, cloud instances and remotest workers.

How do we help? We combine industry-leading expertise and excellent vendor relationships with proven product management capabilities to design, deliver and maintain your IT estate, from the devices you use day to-to-day to the infrastructure that keeps it all running. Whether you want input from experienced engineers, a fully managed IT service desk or are looking to outsource support on behalf of your own clients, we've got something to bring to the table. Here's what we've been working on...



## Our key accreditations

- Apple Authorised Enterprise Reseller
- Apple Authorised Service Provider
- Microsoft Gold Cloud Productivity Partner, O365 Security Admin and Azure 300 and 301 accredited
- Jamf Certified Integrator and Managed Service Provider
- Dell Technology Gold Partner
- HP Amplify Synergy Partner
- Cisco Premier Partner
- Part of the AWS Partner Network
- Nutanix Pioneer Partner
- Groupcall Approved Partner
- IBM Aspera Gold Partner

## Our key services

- Service desk
- ITIL services:
  - Incident management
  - Problem management
  - Change management
  - Release management
  - Asset management
  - Knowledge management
  - Service level management
- Programme and project management
- Service transition
- Service delivery management
- Cyber audits
- Endpoint security
- Identity management
- Information protection



# Are you attracting the employees you need?

As the UK struggles with skills gaps and labour shortages, recruiting and retaining the best talent is becoming more difficult than ever. But with IT now embedded in every facet of industry, businesses are discovering that offering employees their preferred device – and providing a streamlined user experience – is a powerful differentiator.

To do this, you need to offer staff choice, flexibility and training without compromising on security, reliability or compatibility. Get it wrong and you'll struggle to motivate disconnected staff and leave

yourself open to security breaches. Get it right, and you're on track for higher retention rates, more Gen Z hires, lower overheads and increased productivity.

As an Apple Authorised Enterprise Reseller and Apple Authorised Service Provider that's been supporting UK businesses for nearly 30 years, we've got the experience, expertise and far-reaching network of vendor relationships you need to integrate Apple at speed and scale. Our dedicated engineers will help you build a system that empowers employees now and safeguards your business's future.

## Seamless DaaS provision

Our unique Device as a Service solution is the perfect way to adopt new technology while keeping your business adaptable. Change the way your organisation approaches IT with an affordable monthly payment plan that gives your users the seamless experience of a well-managed, fully maintained Apple estate, even if your internal IT team have never supported Mac before.

Choose Apple devices that suit your teams, such as MacBook Air for standard users and MacBook Pro for power users and executives. Add secondary and mobile devices from our iPad and iPhone offering to boost their productivity even further. Tailor your package to suit your requirements and your budget, with three levels of service to pick from, including a VIP service for key users.

Our ITIL-qualified project managers can arrange for configuration, delivery, and asset tagging of new devices, including staff purchasing portals and realtime tracking of each device delivery – we helped the NHS roll out over 11,000 devices using this very system earlier this year.

Our deployment team can pre-configure devices with key software, user identities, permissions and MDM software – all of which can be delivered over the air once a device is turned on. It's a zero-touch process for IT, and often a one-touch process for your end users. They get the hardware and software they want, you get the visibility you need, and your IT team can hand off time-consuming tasks to us and focus on moving your business forward.



**“The key thing for us was the depth of knowledge that Jigsaw24 showed. We were impressed by the calibre of people who were involved in the tender process and their responses, and they already looked after customers who were in a similar position to us.”**

Andy Cobb, Director of IT Support, Hachette UK

## Protecting devices for their entire lifecycle

Once you've planned a seamless rollout to desk or door, it's time to start thinking about how you'll collect and replace broken devices to deliver maximum uptime. Our repairs team's tried and tested delivery network is the solution you need for next business day replacements, while our CAT24 app – a custom solution for asset tracking and reporting on rollout progress – gives you complete visibility over the status of old devices and the location of new ones. We can even provide on the ground tech support and take care of the environmentally responsible disposal of devices.

## Systems integration or system upgrade?

But hardware is less than half the story. In order to keep the best talent, you need to ensure that all your key systems are integrated seamlessly with Apple technology, that functionality like single sign on (SSO) works across your entire estate, and that you're not forcing users to stick to inefficient, unintuitive legacy hardware to perform daily tasks.

Our professional services team can assess your existing IT estate and advise on any changes that need to be made in order to integrate Apple hardware or upgrade existing hardware to the latest OS. We can help you integrate your Apple technology with Windows infrastructure, cloud platforms, on-premise solutions and more.

Because we work with a wide range of vendors, we can focus on whichever solution works best for your business, rather than locking you into a specific workflow or vendor. If you're dependant on a legacy software for key tasks, we can connect you with developers and software vendors who can provide a more user-friendly alternative. We've already worked on delivering custom solutions as a service in sectors as diverse as healthcare and retail, so you can trust our experienced team to manage this solution for you, including training and transition management for your workforce.



# But we're not just here for your end users

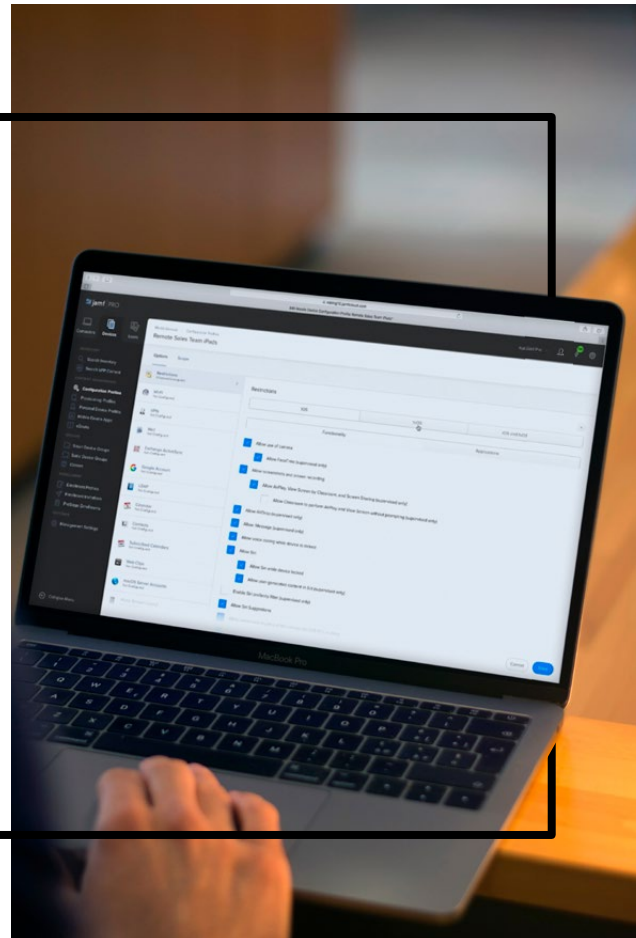
We're here to enable IT teams, help accountants balance the books, and even improve your facility management.

## Securing end points and cloud platforms

It's vital for all our customers that moving to cloud platforms and remote working models doesn't mean a downgrade in security. We can work with you to enable end point and cloud security solutions that integrate with your Apple estate to provide constant protection with zero disruption to the user experience.

From zero-trust network access via Wantera to robust endpoint protection from Jamf and Okta to cloud security from the likes of SentinelOne, we partner with leading security vendors to ensure we can offer every business the tools that are right for their workflow. Whether your data is on-premise, in the cloud or a combination of the two, we can work with you to design a security solution that aligns to your needs.

We can even help you develop an effective data loss prevention workflow, so you can restrict employees from moving, copying and sharing files with external sources or their own private addresses – vital for enforcing GDPR, client NDAs and more.



## Helping your deployment pay for itself

According to Forrester research, the latest generation of Macs offer a 336% ROI over three years, with organisations saving over £600 over the lifecycle of each Mac deployed. Because Macs have lower software costs, a lower failure rate, and a user base which is familiar with Apple controls thanks to the popularity of iPhone and iPad, the running costs for an Apple estate are relatively low. (They're also some of the greenest machines on the market, making them great for reducing your power costs and carbon footprint.)

Companies concerned about the high initial cost of Apple hardware will be pleased to hear that we offer finance options and long or short term leases, with various levels of support throughout your lease cycle and the option to purchase or renew at the end of your term.

## Managing your media assets

In the era of the digital workforce, the number and size of media assets any business has is growing rapidly. Our experienced media engineers can work with you to design and deploy tiered storage and asset management solutions to ensure you're making the most efficient use of your storage, and that you can always optimise and monetise your existing digital assets.

**servicenow**

## Improving error reporting with ServiceNow

This year we moved to the industry standard ServiceNow platform for all our ticket management. A huge part of established support ecosystems in both the public and private sector, ServiceNow is the cornerstone of many companies' issue resolution systems, and being able to integrate with those systems directly means our support staff can work seamlessly with the organisation's own to deliver the best possible customer service.



## Making your office work smarter

Let's not forget the rest of your office technology. As we emerge from lockdown, many of our customers are considering downsizing their premises to reduce overheads. But it's important that you have a clear picture of how your spaces are being used before you do anything drastic.

Our smart office solutions allow you to monitor room use. You can view how often they're booked versus how often they're actually used; whether they're used for team meetings or as spaces for focused work; even how often your AV kit and other room controls are used. Once you know what your workforce really needs, we can help you create a space that works for them, complete with meeting room AV, presentation spaces, secure sign in systems and networked signage.

You also need to be aware that in meetings between virtual teams and those in office, it's easy for low signal quality and confusing controls to disrupt what should be seamless – especially in many-to-many interactions like pitches.

Our virtual meeting rooms are designed specifically to help teams collaborate as if they were in the same space. We combine well-known technologies like Microsoft Teams and Zoom with industry-specific apps designed to deliver more complex media content, then add custom audio and video setups to each space. These are designed to compensate for any issues the space could cause with your audio and video, so no matter how many people are involved in a project, everyone's voice can be heard.



# Facing the future with a dedicated Apple partner

Apple technology is changing the world of business. Their productivity-boosting devices and truly unique approach to privacy, with everything designed to protect personal and corporate data, are proving increasingly popular with more and more companies. In fact, Apple's revenues in the year ending September 2021 of \$336 billion were \$90 billion (or 33% higher) than the year before – and we've seen another surge in Apple sales as demand for long-term remote working has risen.

If you're traditionally a Windows-orientated systems integrator, sourcing Apple expertise at the scale necessary to handle customer demand – and all the support, integration and long-term planning that entails – can be a real challenge. That's where we come in.

Our experienced specialists will help you add value, build customer confidence and land long-term commitments that generate recurring revenue, thanks to our huge portfolio of solutions for every stage of Apple deployment. Whether you want to develop your own Apple pipeline or integrate our offerings with your own, we can make it happen.



Bespoke, modular service design.

No two organisations are the same, and our modular portfolio allows you to build a service around your existing capabilities and your customer requirements. Our aim is to ensure end users and IT teams receive the same seamless level of service at each stage of a device's lifecycle.

We're the most highly certified Apple technology provider in the UK.

We're the only company to have all three of Apple's top accreditations: Apple Authorised Enterprise Reseller, Apple Authorised Service Provider and Apple Authorised Education Specialist.

Enterprise experience.

By certifying us as an Apple Authorised Enterprise Reseller, Apple have validated our ability to orchestrate solutions that embrace the full capabilities of iOS, macOS and iPadOS. This celebrates our exemplary focus on our shared mission: enabling your customers to maximise their investment in the Apple ecosystem.

Great service.

Our in-house team of Apple specialists can provide remote support and repairs for your clients. We can also provide embedded engineers, staff tech bars, and provide training for technicians and end users.

We provide the UK's most comprehensive Jamf support.

While we can work with a variety of MDM solutions, if there's one solution we recommend above all others, it's Jamf Pro. And as a Gold Reseller and Systems Integrator, we can provide the best possible support for your customers, whether they need help with licences, training and deployment, or want a completely managed service.

Our team includes engineers certified by Jamf themselves – in fact, we have the most Jamf-accredited support staff of any UK provider. We can provide Apple device management as a managed service, support existing deployments, or train technicians on your behalf.

We're always ready to go.

Our central location and large stockholding mean that we're in a position to offer NBD replacements, emergency hardware loans, hot spare devices and fast-turnaround repairs for the full Apple range, drastically reducing downtime for our customers and yours. We're global-ready, with a nationwide workforce of engineers and product supply and support through AppleCare for Enterprise outside of the UK.

Expertise that covers your whole estate.

We've cultivated relationships with key partners so that we can deliver a fully rounded service portfolio. As a gold partner for Microsoft and HP, we can support the integration of Macs and PCs to deliver parity of access and service, while our work with Jamf, Okta and Cisco helps us keep devices secure and easy to manage – even in a mixed platform estate.

A few of our partner projects...

**Finance** We helped a major global financial services firm deploy 17,000 Apple devices across multiple sites, and provided Microsoft 365 migration for 17,000 employees, too. Our service included comprehensive asset tracking, user migration and enrolment in mobile device management, plus training, support and repairs.

**Not for profit** We provide a managed support service for the Mac estate of a major UK charity, including Jamf as a managed service. The charity's current systems integrator supplies Windows and macOS devices, but does not offer Apple support – so we've stepped in to provide device management, break/fix services and a fully staffed Apple help desk.

**Retail** A large retail conglomerate turned to us for help with integrating Macs into their estate after their existing provider had struggled with the AD integration and binding of Macs in a Windows environment. We delivered device management services and covered second and third line support for mobile device management and Apple queries, with an FTE engineer providing hands-on support and management across multiple sites.

**Healthcare** We partnered with a large public health provider and its incumbent, Windows-centric systems integrator to source, configure and deliver 2600 iPhones to more than 100 sites across the UK. The devices are all managed through Jamf Pro, with our centralised help desk triaging calls to the end customer's multiple incumbent providers – ensuring a more streamlined service and a better user experience.





# The new face of health, education and more...

This year has been turbulent for businesses. But very little compares to the huge shifts we saw across the public sector. Schools, hospitals, care homes, blue light services and local authorities all had to radically reconfigure their service delivery models to keep everyone safe – without compromising access to essential, life-saving services. We were there to help wherever we could.

## Delivering a painless user experience – for end users and IT teams

Apple products like Mac notebooks, iPhones and iPad are popular in the public sector thanks to their intuitive interfaces and focus on the end user experience. It's easy for teachers or care staff to modify the devices' functionality to suit users' accessibility needs, security clearance and more, while Apple-centric device management solutions make it easy for IT teams to enforce permissions and keep data secure – even on huge cross-country fleets.

Our Device as a Service offering allows public sector organisations to bundle the hardware they need with management and support options that take the pressure off their IT team. Instead of having to find space in your budgets for a large, one-time initial outlay, DaaS lets you roll the cost for services and devices into a single, predictable monthly payment. As well as saving you money upfront, this arrangement makes it more affordable to upgrade devices regularly, so you can stay on top of the latest accessibility and security features.

## Finding us on frameworks

Over the last year, we've secured our place on a range of national frameworks, including G Cloud 12, the Pagabo National ICT Framework, Technology Products & Associated Services, Technology Services 3, Technology Online Purchasing Content and more. On many of the frameworks to which we have been enlisted, we're one of the only specialist Apple providers. So if you want seamless integration of all the devices in your estate, you need to make us your first port of call.



## But we're not just here to help with Apple...

Digital transformation is central to long term government plans, but we know how difficult it can be with budget cuts, security concerns and environmental targets to contend with. Our experts can work with you to find solutions that improve efficiency and help you cut costs, whether that's by upgrading hardware, migrating to the cloud or strengthening your device management practices – whatever the makeup of your estate. If you're keen to adopt new technology, we're here to help.

## Providing iPads to care homes with NHSX

**When COVID-19 safety concerns meant care home residents were unable to see family members and friends in person, finding a way to connect them to their loved ones digitally became a key priority. This project, supporting NHSX, saw us work around the clock to deploy 11,000 iPads to care homes with limited access to technology across England, as we sought to do our bit in the country's efforts against the virus.**

Following a competitive tendering process, we worked to develop a solution that would ensure the smooth delivery of the devices to the allocated care home locations and provide the best possible user experience for care home residents and staff.

This solution included a managed service with full remote management of devices, a service desk providing support to care homes using ITIL best practices, and the staging and shipping of around 750 devices every day of the week. Asset tracking gave our customers live visibility of how the project's deployments to over 9,000 different care homes were progressing, meaning every iPad was delivered last winter, and

we used Apple Business Manager in conjunction with Jamf as a mobile device management platform to help administer all the iPads remotely.

Colleagues from right across Jigsaw24, representing almost all of our departments and specialisms, embarked on a gargantuan effort to provide the highest possible level of customer service. The configuration and warehouse teams put in extra hours at the Nottingham headquarters in a COVID-safe manner while the rest of the country was working from home.

## Ready on arrival

A key requirement for the project was the pre-configuration of devices. It was vital that when the iPads arrived at their destinations, they could be used straight out of the box to initiate calls with loved ones, hold video consultations with health and social care professionals, reorder medications and access The Summary Care Record.

To achieve this, our staging team configured, charged and applied screen protectors to each and every single iPad that arrived at our warehouse – no small feat when we had around seven pallets of devices on our doorstep a day on average. In fact, the team was setting up around 750 iPads a day on average in an effort that saw us test, upgrade and monitor our own WiFi infrastructure and capacity to ensure they could be staged with maximum efficiency.

Meanwhile, a modified version of our existing asset tracking app allowed us to provide live data on where every iPad was at any given time. Using this system and information from our delivery partner, our internal team developed bespoke tools and a customised dashboard that gave the customer an up-to-the-minute map, allowing both them and us to ensure every delivery was completed on schedule.

Upon arrival, the devices could be given straight to users and begin making a difference without delay. Now, these iPads are continuing to improve care, and for many are used every day.





JIGSAW24