

Deliver the ultimate Apple experience for your customers

Jigsaw24: Your Apple partner

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We've entered a new era of enterprise IT

One where users expect evergreen IT provision on the platform of their choice – and are already brining their own Apple devices into the workplace to meet this need.

One in which Gen Z and millennials – digital natives who expect workplace technology at least equal to that which they have at home – will make up 75% of the workforce in less than five years' time.

One in which mobile working, remote teams and multi-site collaboration are the new normal.

These pressures mean your customers are increasingly turning to Apple devices to improve their employee retention, morale and productivity, while bringing shadow IT under management. Apple devices help employees solve problems in creative ways, be productive wherever they are, and collaborate more effectively, without compromising the level of control and security available to IT teams. That's because Apple are serious about the enterprise. And at Jigsaw24, we're serious about Apple.



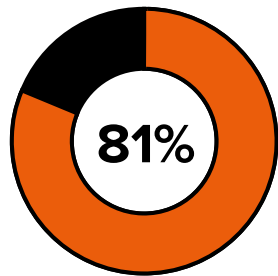
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Apple in enterprise: Becoming the new normal

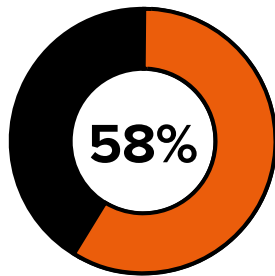
Apple have seen a 50% rise in desktop market share since 2013, and currently have a 49.98% share of the UK mobile device market. The popularity of their consumer devices means that workers – particularly younger ones – are often more familiar with the Apple platform than any other.

In a survey carried out by Vanson Bourne in 2019, 89% of respondents said macOS and iOS apps were easier to use than their PC equivalents, while 94% said it was easier to find the tools and applications they needed on the Apple platform, making them more efficient and effective in their day-to-day work.

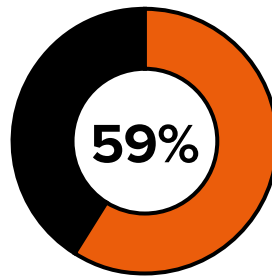
This is particularly true of the youngest generation of talent, where:



Prefer iPad to other major tablets.



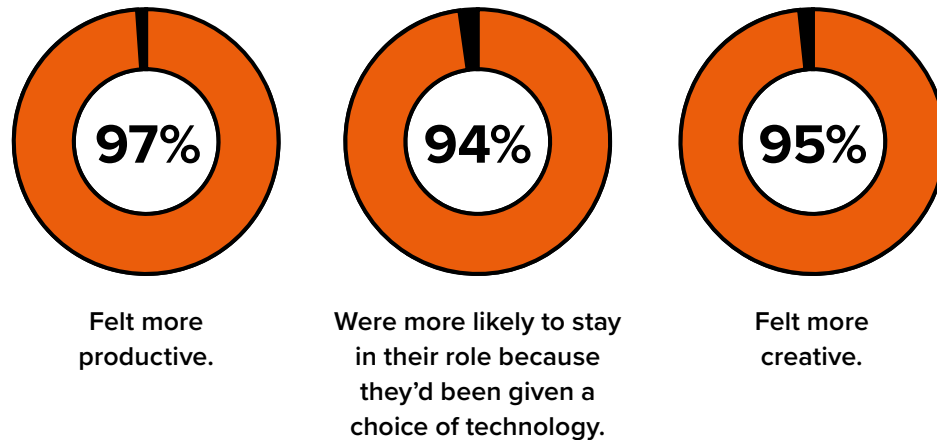
Prefer iPhone to other major smartphones.



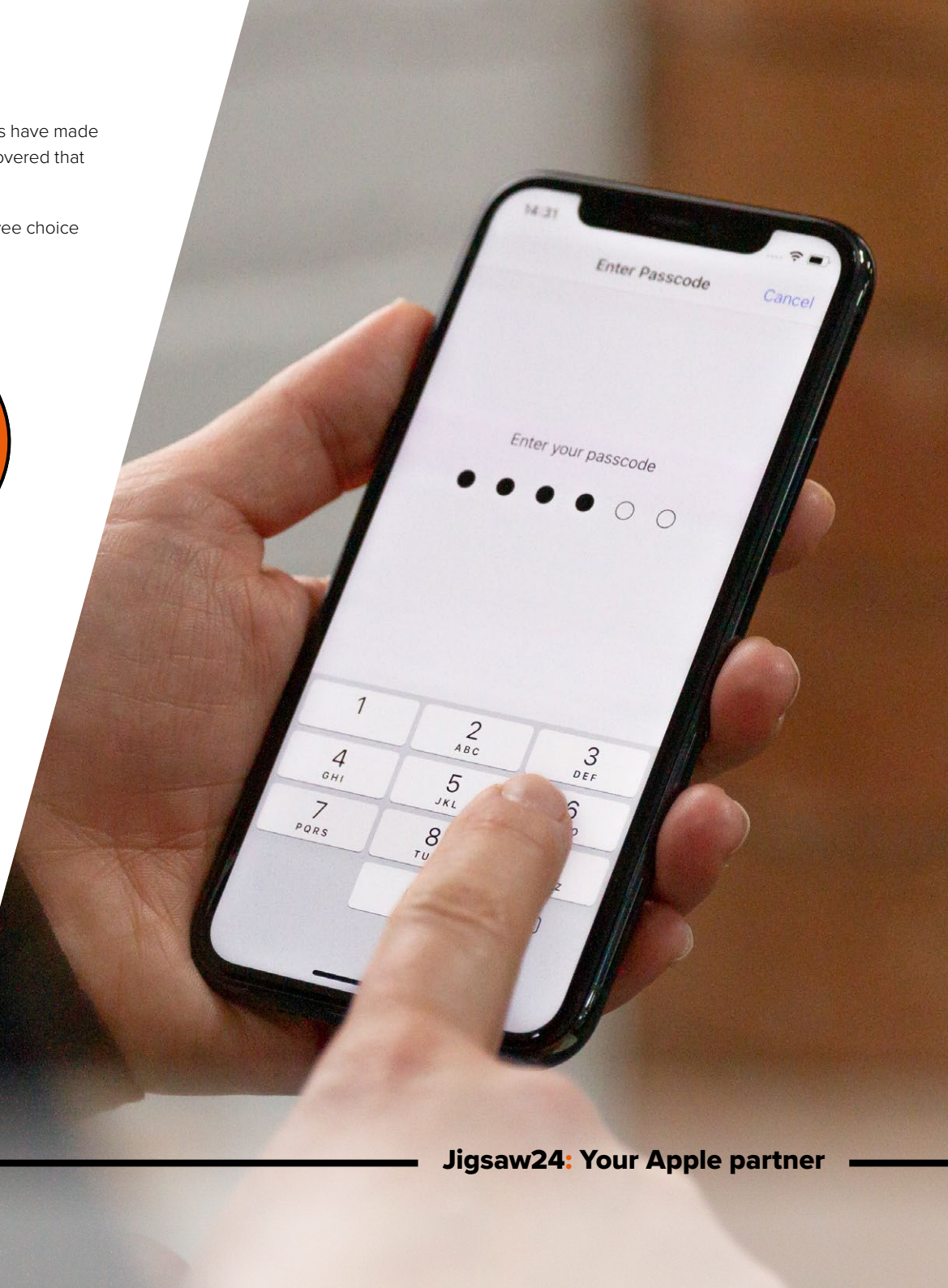
Prefer Apple notebooks to other major laptops.

But it's not just the younger generation driving Apple adoption. In an era where talent shortages have made attracting and retaining the best candidate for any role challenging, HR departments have discovered that employee choice equals employee retention.

In a survey carried out by device management company Jamf, 77% of respondents said employee choice made them more likely to stay in a role. After switching to a device of their own choosing:



Meanwhile, IT teams are keen to adopt Apple for the security advantages it offers – Mac users are 50% less likely to be the cause of a security breach – and even finance departments have learned to see past the high initial cost of Macs. A recent Forrester report discovered that Macs typically paid for themselves in less than six months, offered 255% ROI over three years and delivered a \$628 saving per machine thanks to lower software and support costs.



Jigsaw24: Supporting you, your customers and their employees

The digital age is all about choice. Modern technology gives us the ability to choose when, where and how to do just about anything you can think of. It's what drives digital businesses across all sectors and all walks of life, from shopping to industry to government and civic engagement. Jigsaw24 is the ideal partner to support you, your customers and their employees when it comes to Apple's increasing presence and relevance in this digital age.

Why partner with us?

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 Premium 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 comprehensive solutions that embrace the full capabilities of iOS, macOS and iPadOS, and celebrates our exemplary focus on our shared mission: enabling your customers to maximise their investment in the Apple ecosystem.

Premium service. This is the highest support rating Apple can offer, meaning our CSAT scores regularly top 97%. Our in-house team of Apple specialists can

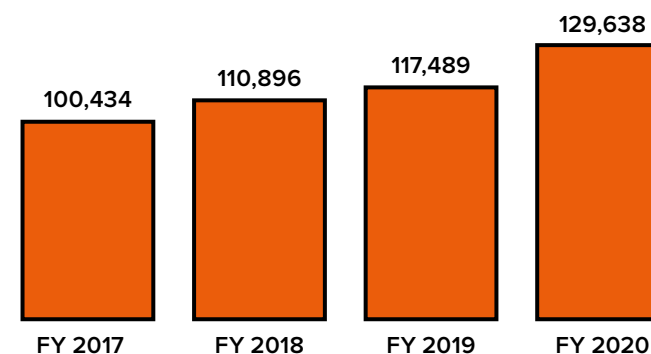
provide remote support and repairs for your clients. We can also provide embedded engineers, staff tech bars, and provide training for technicians and end users.

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 ACE outside of the UK.

Total core revenue (£ millions)



"Our relationship with Apple has grown ever stronger and we have closely collaborated on both product launches and the channel development across both business and education. In addition, we have evolved our partnership with Jamf to ensure that our Apple solutions remain industry-leading. During the year we have designed and launched 12 new solution offerings and have designed and launched our new Apple experience and creative pro solutions – this will ensure that our solutions provide our customers with high quality, future-proofed solutions."

Roger Whittle, CEO, Jigsaw24

Delivering the ultimate Apple experience for your customers

Our goal is to help you make the complex simple, and deliver the best possible Apple experience to your clients. We want to help you add value for your end users, build customer confidence and land long-term commitments that generate recurring revenue – when you win, we win.

Our portfolio addresses every stage of Apple deployment, from procurement to retirement, and is designed to complement and extend your existing offering. Our experienced Apple pre-sales and consultancy team can develop your Apple pipeline, integrating our offerings seamlessly with your own, either as an additional partner or a white labelled service. In addition, we offer a range of infrastructure services which you can combine with our Apple services as needed.

The Jigsaw24 difference

Supply Our stockholding, range of vendor relationships and ability to act as a one stop shop for devices, accessories, infrastructure and related software makes for a seamless procurement and deployment process, every time.

Logistics Our logistics and repair operation means we can support challenging SLAs across the UK, deliver many items NBD and even keep a 'virtual warehouse' of ringfenced customer stock. Our large technical team mean there's always an experienced engineer available to provide configuration and deployment support, and even carry out reverse logistics when a device is retired.



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Integration Our experience across different sectors means that we're able to provide a high level of integration for all types of workflow. Our services range from directory/identity services integration, to Apple infrastructure readiness reviews, security best practice advice, and integration with device management services. Our in-depth knowledge of the Apple ecosystem – both devices, apps and routes for development – means we can help you find or build solutions for any scenario.

Staging and deployment Before deployment, our engineers can enrol devices into Apple Business Manager and any other device management solution you use. We can provision, tag and charge devices for delivery to desk, or provide an executive rollout service for VIP clients. We offer device management as a managed service, and can help your customer achieve a zero touch rollout.

Support and repair services As an Apple Premium Service Provider we can provide the highest possible standard of support and repairs, with UK-wide coverage. We can also man tech bars, or embed engineers in traditionally Windows-based teams. We offer access to three levels of service, and can provide knowledge transfer for your IT teams, or any other onsite staff.



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Your partner for one thing or everything

Thanks to our full suite of wraparound services like device management, deployment assistance, technical support and app development, we can deliver our full portfolio as a managed service or provide individual services that you pick and choose. It's easy to meet all your customers' unique requirements and complement your own offering by selecting just the things you need – and you'll still enjoy the same high level of support, experience and expertise, too. Get in touch to begin building your bespoke service.



Introducing Device as a Service

Our Device as a Service offer is an all-one-in solution that can help your customers adopt new Apple technology and give their users a seamless experience. It provides the latest hardware with the services and technical support your customers need, all in one affordable package.

Give them true flexibility

Device as a Service from Jigsaw24 allows your customers to stay in charge of their IT. With the option to build flexibility into our contracts, they can add or subtract devices as their business needs, allowing them to react to changing workloads and capacity. The ability to deploy extra Mac notebooks without having to worry about a significant extra outlay gives them the freedom to keep things fresh and respond to new opportunities.

An opex-friendly solution

Device as a Service lets your customers take advantage of an opex-friendly purchasing model that frees up their working capital. Contracts on a per-device, per-month basis mean brilliant Apple technology is gentler on their budgets, with our finance plans costing less overall than buying devices outright. And with fixed payments, your customers can enjoy cost certainty for peace of mind, too.

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The devices

Simply choose the equipment your customers want and the services they need. We'll do the rest.

Mac notebook



For basic users: The 13" MacBook Air with Intel i3 processor, 8GB RAM and 256GB SSD – ideal to handle your employees' everyday tasks.



For executive users: The 13" MacBook Pro with Intel i7 processor, 16GB RAM and 512GB SSD – for top performance with a premium look and feel.

iPad



For basic users: iPad 10.2" with productivity-boosting features in a smaller form factor.



For executive users: iPad Air 10.9", featuring the stunningly powerful A14 Bionic chip.

iPhone



For basic users: The 2020 iPhone SE with 4.7" Retina HD display and the fast A13 Bionic chip.

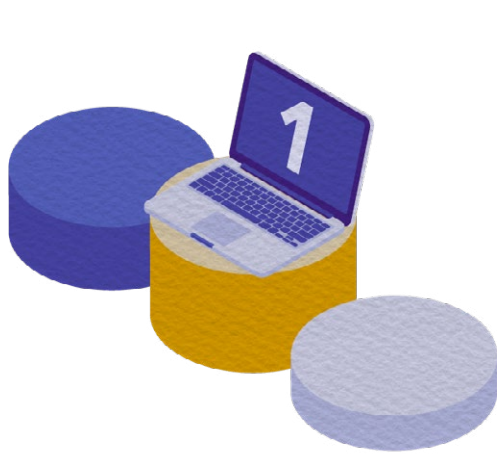


For executive users: iPhone 12 Pro with 5G connectivity and the A14 Bionic chip – the fastest ever in a smartphone.

Other models are available if required – just speak to our team to discuss your options.

Choose your service level

Reassure your customers with support and expertise from an Apple Authorised Enterprise Reseller.



Managed Service

Our most comprehensive option includes hardware provision, device management, a macOS and iOS managed service, hardware maintenance, and a service desk. It takes care of the procurement, configuration, deployment, administration, maintenance and management of your customer's Apple estate on our Jamf MSP platform, and also provides first, second and third-line support and hardware break-fix coverage.



Support Service

With this package, customers who want to manage their own devices can still benefit from the expert Apple support of our service desk. Including macOS support, remote troubleshooting for day to day issues with things like macOS server access and WiFi connectivity, plus hardware maintenance, it can help keep productivity high and downtime to a minimum.



Maintenance Service

Perfect for customers who already have a service desk and device management, our Maintenance Service provides break-fix support with hardware maintenance from our Apple Certified Support Professionals and parts sourced directly from Apple. It's a great way to avoid unexpected repair costs and enjoy peace of mind.

Our latest projects

How we're engaging enterprises and systems integrators across industries from aviation to finance...

Aviation

Jigsaw24 provide a European airline with over 8000 iPads, which were staged, configured and charged by our team before being delivered to 30 locations throughout the UK and EU. Buffer stock is kept at each location to ensure any broken devices can be replaced instantly, and Jigsaw24 will manage the collection, renewal and retirement of devices at the end of their lease cycle.

Finance

We helped a major global financial services firm deploy 17,000 Apple devices across multiple sites and provided Office 365 migration for 17,000 employees. Our service included comprehensive asset tracking, user migration and enrolment in mobile device management (MDM), as well as training, support and repairs.

NPO

Jigsaw24 provide a managed support service for the Mac estate of a major UK charity, including Jamf as a managed service. The charity's current SI supplies Windows and macOS devices, but does not offer Apple support. We stepped in to provide device management, break/fix services and a fully staffed Apple help desk. A dedicated Jigsaw24 Service Delivery Manager ensures we stay responsive to any change in the charity's estate, and any change in their agreement with their SI.

Retail

When a large retail conglomerate asked their Windows-centric SI to integrate Macs into their estate, they struggled with the AD integration and binding of Macs in a Windows environment. We were brought in to provide device management services and cover second and third line support for MDM and Apple queries. The coverage includes an FTE engineer who provides hands-on support and management across multiple sites.

Healthcare

When a large public health provider needed 2600 iPhones delivered to over 100 sites across the UK, we partnered with their incumbent, Windows-centric systems integrator to source, configure and deliver the devices. The devices are all managed through Jamf Pro, and we provide a centralised help desk that triages calls to the health provider's multiple incumbent providers, providing a more streamlined service and a better user experience.

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