

AppleCare for Enterprise (SENY3ZM/A)

AppleCare for Enterprise - Extended service agreement - parts and labour (for monitors) - 4 years (from original purchase date of the equipment) - on-site - response time: NBD - Tier 1+, volume - for Studio Display XDR



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 provide monthly activity reports for 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. 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. They will provide support for complex deployment and integration scenarios, including MDM and Active Directory. And if you need help with IBM MobileFirst for iOS apps, we'll help troubleshoot your solution and work with IBM to get your issue resolved. 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. AppleCare for Enterprise can help reduce the load on your internal help desk by providing 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.

Key Selling Points

Your AppleCare Account Manager
IT department - level coverage
Help for your help desk
Onsite hardware service
Additional device repair or replacement

Product Features

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 provide monthly activity reports for 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. They will provide support for complex deployment and integration scenarios, including MDM and Active Directory. And if you need help with IBM MobileFirst for iOS apps, we'll help troubleshoot your solution and work with IBM to get your issue resolved. 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.

Onsite hardware service
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.

Main Specifications

Product Description	AppleCare for Enterprise - extended service agreement - 4 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years (from original purchase date of the equipment)
Response Time	Next business day
Pricing Type	Tier 1+, volume
Class of Equipment	Monitors
Designed For	Studio Display XDR

Extended Specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years (from original purchase date of the equipment)
Response Time	Next business day
Pricing Type	Tier 1+, volume
Class of Equipment	Monitors

Details

Service & Support	Extended service agreement - parts and labour - 4 Years - on-site - response time: NBD ¦ Technical support - e-mail consulting - 4 Years - response time: 1 h - availability: 24 hours a day / Monday-Sunday ¦ Technical support - phone consulting - 4 Years - response time: 1 h - availability: 24 hours a day / Monday-Sunday ¦ Technical support - assistance - 4 Years
-------------------	--

Compatibility Information

Designed For	Apple Studio Display XDR
--------------	--------------------------

Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet