

Produktinformation



AppleCare for Enterprise - Extended service agreement - parts and labour - 3 years (from original purchase date of the equipment) - on-site - response time: NBD

Information



<i>Tillverkare</i>	Apple
<i>Artnr</i>	S6164Z/A

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 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.

Specifikation

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years (from original purchase date of the equipment)
Response Time	Next business day

Details

Service & Support	Extended service agreement - parts and labour - 3 years - on-site - response time: NBD Technical support - e-mail consulting - 3 years - response time: 1 h - availability: 24 hours a day / Monday-Sunday Technical support - phone consulting - 3 years - response time: 1 h - availability: 24 hours a day / Monday-Sunday Technical support - assistance - 3 years
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