PRESIDIO®

Supercharge your business with Presidio & Apple Enterprise Solutions

 Authorised
Enterprise Reseller

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A future-proof approach to business transformation

Enterprise IT has undergone dramatic changes in the past few years. Remote and hybrid work environments became commonplace virtually overnight. Employees' personal devices are increasingly relied upon to perform business-related tasks, from checking email to sharing sensitive files.

In response to these changes, Apple has invested in new business solutions that can transform existing IT infrastructures with innovative new solutions and capabilities. This change is occurring rapidly—and if your business is slow to move with the times, you could quickly find that you are facing new operational disadvantages, as well as declining relevance within your industry.

At Presidio, we have witnessed first-hand how Apple's services and solutions are helping international businesses accelerate work-from-anywhere capabilities while innovating enterprise IT ecosystems around the world. The ability to use Apple solutions can also give businesses a strong competitive advantage in attracting and retaining top talent: According to a recent survey by Jamf, 70 percent of global respondents are more likely to join a company if allowed to choose their own technology.

"Presidio is here to help you build excellent experiences for your end users and IT teams with Apple devices. We provide world class Apple services and solutions with our extended team of Apple experts. Employees want to use the same technology at work as they do at home and this is what the future of hybrid and flexible work looks like. To retain and attract top talent requires deep consideration for implementing an Apple employee choice program. We understand the challenges your business is facing today and we pay close attention to possible future challenges. We've navigated some of the most complex challenges with some of the world's biggest multinational corporations and also large indigenous enterprises. A stand-out end user experience on Apple is one enterprise goal we can help you achieve."
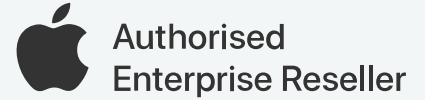
ALAN LANIGAN

Apple Business Manager, Presidio

Meet Presidio

Presidio is proud to be an Apple Authorised Enterprise Reseller (AAER) in EMEA and APAC, and a Value Added Reseller in the US. We're also globally accredited as a Jamf Managed Services Provider and Jamf Gold Reseller, which offers the world-leading enterprise management platform for automating the full lifecycle of Apple enterprise solutions. This unique combination means Presidio is ideally positioned to support all your Apple needs.

But those credentials aren't the only reason why 98 percent of new customers seek out long-term partnerships with Presidio. As a trusted partner in your company's digital transformation, we know your business is always looking ahead to the future. That's why we've organised our business model around helping customers lay a foundation for sustainable, scalable growth—with technology leading the way.

Authorised Enterprise Reseller

40+ YEARS OF INDUSTRY EXPERTISE

We've established ourselves as a trusted partner for some of the world's top brands.

GLOBAL SCALE APPLE PARTNER

Presidio has offices in Europe, Asia, North America and South America. With locations and consultants around the globe, your next world-class solution is never far away.

A MATURE INFRASTRUCTURE TO SUPPORT YOUR BUSINESS AT SCALE

We employ over 1,900 engineers and more than 3,000 team members around the globe.

Best-in-class Apple solutions and services for enterprise

When your in-house IT professionals are accustomed to working with legacy solutions from a multitude of providers, the path to adopting Apple technology can initially seem challenging. It's easy to understand why: after years of asking your IT department to be experts in one ecosystem of solutions, the expectation is for the existing IT teams to be able to transition and understand the nuances of a new IT model of deployment and management.

Apple developed a rigorous accreditation program for a select group of global partners who meet Apple's high service standards. As an Apple Authorised Enterprise Reseller, we provide best-in-class enterprise services across the following service areas:

APPLE MANAGED SERVICES

Presidio's Apple trained engineering team have all the appropriate skills and accreditations to manage your organisation's entire Apple estate and infrastructure across multiple regions. We deliver an excellent experience for both IT and end users in your organisation. Our Apple team is passionate about helping you succeed with Apple technology. Our service offerings include: application management, configuration management, OS release management, infrastructure health-checks, problem management, event management, change management and service management.

APPLE PROFESSIONAL SERVICES

Whether you're already integrating Apple products on your own or you're starting from scratch, we implement the services and solutions your business needs to support Apple devices at scale across your enterprise network. Our professional services facilitate comprehensive deployment and integration solutions, such as discovery sessions, readiness reviews or Mac accelerator, which will optimise your IT infrastructure and the performance of your Apple devices.

CUSTOM APPLICATION DEVELOPMENT

While many authorised resellers outsource application development to a third party, Presidio offers in-house app development for enterprise organisations. This in-house offering creates new efficiencies and optimisations for your enterprise app development projects. Apps can be developed for Apple's full range of hardware solutions, including iPhone and iPad. We build apps natively on Swift with our dedicated team of architects, developers, and UX & UI experts.

SECURITY ASSESSMENT AND MANAGEMENT

Manage and monitor enterprise security throughout your transformation project. Once this transformation is complete, we assess your organisation's existing security processes, as well as your network infrastructure, to recommend new security practices that minimise risk across your digital environment.

DEVICE PROCUREMENT

Presidio takes care of your procurement needs, providing excellence in supply chain management and customer service. We help manage the entire procurement process to outfit your business with the best-fit devices based on your business needs and global device availability. An optimised approach to procurement increases the long-term value of these devices, enabling better performance and scalable growth.

APPLE FINANCIAL SERVICES

When you work with an Apple Authorised Enterprise Reseller, you have access to unique financial services designed to make Apple products more accessible for your business. This can include a total cost reduction of up to 30 percent for certain Apple products, as compared to the standard retail price. This reduced cost, combined with a term-based refresh path for each device, results in lower device acquisition costs, more stable IT budgets, and the ability to maintain the value of Apple device investments over time.

DEVICE-AS-A-SERVICE (DaaS)

Implement a comprehensive device-as-a-service solution with a single point of contact for all of your company devices. Our modular DaaS solution is flexible to your organisation's evolving needs and makes it easy to effortlessly manage devices at scale. Reduce the workload placed on IT while achieving greater transparency and predictability in your device management practices.

ZERO-TOUCH DEPLOYMENT

Thanks to Apple Business Manager, organisations can deploy Apple hardware at scale across their business without the intervention of IT. This integrated, automated approach gives your business more agility as you innovate and iterate your IT infrastructure, combining responsive capabilities with a simple user experience.

ONGOING SUPPORT

Even when your transformation project is complete, your organisation still faces IT support needs to maintain and manage its digital infrastructure. Our experts provide ongoing support for your entire IT environment—from hardware to the cloud, and from software updates to security management—to maximise productivity, performance, and system availability across your network.

With more than 9,000 service engagements for more than 6,500 clients around the world, Presidio's seen it all. No matter what strategic challenges or needs you're facing, our depth of experience is an asset in developing the right strategic approach for your digital transformation project.

In addition, we maintain strong relationships with a wide range of third-party vendors, allowing us to stretch beyond our in-house capabilities and complement your project and service needs with the appropriate specialists and skill sets.

How Mac elevates business performance

Apple's enterprise business capabilities offer a golden opportunity to transform infrastructure with improved mobility and user-friendly capabilities. With a thoughtful design and an intuitive user experience, Apple at Work is all about helping your employees do more.

1. Powerful and efficient processing

Apple's first chips designed specifically for Mac deliver incredible performance, custom technologies, and industry-leading power efficiency. They were designed from the very start to work with macOS, the most advanced desktop operating system in the world. With a giant leap in performance per watt, every Mac with Apple silicon is transformed into a completely different class of product.

2. Easy integration into your IT stack

Zero-touch deployment makes it easy for your in-house IT professionals to deploy new Apple hardware within your IT environment. Our enterprise mobile device management capabilities, including our Apple Managed Services, helps your business manage any number of devices at scale.

3. Apple solutions save money over time

Compared to non-Apple devices, Mac hardware investments lead to fewer support tickets, less software licensing, and higher residual value for your devices. For a single device, this can result in a total cost-of-ownership savings of $843 over the first three years.

4. All your business apps are available on Mac

When you adopt Apple devices, you aren't limited to apps within the Apple ecosystem. Mac has over 235,000 apps for people at work. Or build custom apps tailored to specific jobs and industries, to tap into increased productivity and collaboration.

5. Built-in security hardware to protect your business

Thanks to built-in features like hardware-verified secure boot, on-the-fly encryption, Touch ID, and Gatekeeper, Mac is the most secure personal computer on the planet.

6. Mac + iPhone helps employees work better, faster

Seamless integration of Mac and iPhone devices makes it easy to move from one screen to the next, without losing your place in a project. From copying and pasting across devices to picking up where you left off on email and collaborative projects, the Apple ecosystem is always flexible to your needs.

7. Your employees love Apple devices

With an employee choice program, your employees will be able to choose the tools they're most comfortable with, resulting in greater productivity, performance, and employee satisfaction.

Enterprise benefits of Apple solutions

More than anything else, the mission of Apple at Work is to help your business get the best out of your employees. Realising this potential starts with giving your employees a say in what tools they use to perform this work. By and large, those employees overwhelmingly prefer Apple solutions.

According to an independent global survey, 87 percent of employees report that using Apple devices made them more productive and more self-sufficient as compared to working with non-Apple devices. Eighty-six percent reported that Apple devices improved their creativity.

As Apple's role as an enterprise IT leader continues to grow, the competitive advantage created by Apple adoption is predicted to become the No. 1 enterprise endpoint by 2030.

THE TOTAL ECONOMIC IMPACT OF MAC IN ENTERPRISE

According to a recent study by Forrester, Mac delivers a lower per-device cost than PC devices over a three-year support and operational cost period. This leads to less time needed to provision Mac, and fewer service tickets generated by Mac users over the same period of time. These benefits, combined with the eliminated need to purchase OS licences or software maintenance plans, all help to position Apple as the more cost-effective device of choice for the enterprise.

EMPLOYEE CHOICE

To retain and attract top talent in today's market, enterprise organisations must embrace more flexible and efficient work environments—while also making sure a mobile workforce is secure and serving the company's interests. Three out of four employees around the globe prefer Apple as their device of choice at work. As organisations invest in workplace technology choice programs, it's all the more critical that your business give employees and teams access to these preferred hardware solutions, delivering advantages that will send a ripple effect of positive transformation throughout your organisation.

SECURE BY DESIGN

Your technology infrastructure is the foundation of a secure and flexible work environment. Apple's modern and powerful work devices are secure by design, integrating the latest security features to better protect your enterprise network. These built-in features, including automatic data encryption, anti-malware capabilities and ease of enrollment into EMM platforms, help position Apple solutions as the most secure device of choice. By combining this with a great user experience—and giving users the freedom to work the way they want—Apple devices provide a comprehensive approach to supporting security and performance.

The Presidio difference

Support for the entire technology lifecycle

Our end-to-end lifecycle management methodologies can step in and help you optimise the utility of these solutions.

Experts in all things Jamf

As a trusted global Jamf MSP partner, we can help your business implement a flexible, secure technology choice program.

Access to strategic innovation partners

Our network of more than 130 partnerships expands the services and solutions we offer our clients.

Long-term value creation

Our clients never have to worry about inflexible service agreements and out-of-date technology.

ISO 9001 certified

Our organisation is trained in quality management practices to improve and ensure quality in all of our work.

OUR PROCESS

Our lifecycle services approach

Effective management of the full lifecycle journey should be an ongoing process within any enterprise. Our documented lifecycle services methodology provides a clear template for managing all of your organisation's Apple devices, along with other devices being utilised within your enterprise environment.

This comprehensive, end-to-end approach enables fast, responsive change to help your organisation keep pace with new technologies and new business needs—all while maximising the performance of your employees.

Comprehensive lifecycle services for a fast-evolving workplace:

1 Procure

Once we understand your organisation's needs, we procure the best-fit devices to be deployed within your enterprise network.

2 Configure

Newly procured devices must be configured to your organisation's specifications. Configuration may include software updates, application instals, and other customisations to make the device ready for employee use.

3 Secure

Device security and network security solutions must be installed, configured and activated before deployment to mitigate risk.

4 Deploy

Apple Business Manager eliminates the manual steps needed to deploy a configured and secure device. Zero-touch deployment facilitates faster, easier activations of devices within your enterprise network.

5 Manage

Presidio's managed services monitor and maintain deployed devices via an enterprise mobility management platform. This EMM solution supports consistent device management at scale.

6 Support

When issues arise, Presidio connects you to certified technicians who can troubleshoot technology issues and identify the best solution—getting devices back online and minimising disruptions to employee workflows.

7 Refresh

Presidio is ready to assist when devices need to be repaired, updated, or even replaced. As devices age, our managed services maximise the lifespan and productivity of those devices—while helping you identify the right time to upgrade your hardware.

Our Clients

Presidio is a trusted advisor to some of the world's biggest and best-known brands. With a 98 percent customer satisfaction rate across more than 6,500 client relationships, our track record speaks for itself.

"KN partnered with Presidio mainly because of their unique proposition, which combines expert skills in managed logistics, sourcing & iOS device lifecycle management with their services DNA, Network Operations Centre and service delivery skills. Presidio could evidence this to us through their multinational client base and multiple managed services reference customers."

JOHN O'BRIEN
BI & Commercial Manager, KN Group

Presidio's Partner Network

Presidio + Apple + Jamf

Holistic digital transformation is more than simply adopting new Apple devices into your enterprise environment. Lasting, value-added innovation requires the right infrastructure to support those hardware investments.

This is where Presidio's partnership with Jamf comes into play. As a trusted Jamf Managed Services Partner, Presidio can help your organisation leverage Jamf's Apple Enterprise Management platform to manage device deployments, security, and other elements of your Apple ecosystem at scale.

A successful technology choice initiative requires a cloud-based infrastructure to ensure secure access to critical resources while maintaining consistent security across all devices, and at all times. Jamf's customisable enterprise mobility management package provides businesses with a wide range of fully scalable Apple services—including device deployment and management, inventory tracking, and self-service capabilities, among others—regardless of your organisation's size or complexity.

Presidio's experts will help identify the best Jamf service package to suit your organisation's needs.

- ✓ Apple Certified Mac Technician
- ✓ Apple Certified Support Professional
- ✓ Jamf Certified Endpoint Security Admin
- ✓ Jamf Certified Admin
- ✓ Jamf Certified Tech
- ✓ Jamf Certified Expert

jamf | MSP

jamf Gold RESELLER

"We are truly excited to be working with Presidio. They have a long-standing relationship with Jamf and their solutions focus provides some world class customer experiences and is the main reason Jamf has Presidio as a key partner"
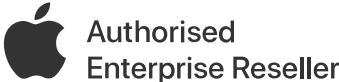
ABDUL TERRY
Manager Channel Sales EMEIA, Jamf

OUR PARTNERS

Presidio ecosystem partners

In addition to the extensive services Presidio provides in-house, we've also built trusted relationships with more than 130 leading global vendors around the world. These strategic partnerships ensure that our clients have the support and expertise they need to deploy and optimise an Apple ecosystem for their business.

Authorised Enterprise Reseller

jamf | Gold RESELLER

aws PARTNER
Premier Tier Services

ᏺᏺᏺᏺᏺ CISCO Partner
Gold Integrator

DELL Technologies
TITANIUM PARTNER

Gold Microsoft Partner
Microsoft

IBM
Gold Partner

HP AMPLIFY™
HP Amplify Power Partner

citrix™
Partner
Platinum Solution Advisor

CHECK POINT STARS PARTNER

OUR TEAM

Presidio's global Apple team

Our Apple team has an international reach and features some of the top experts globally. As your trusted advisor, we combine our depth of experience deploying Apple solutions with a willingness to go the extra mile for our clients.

Presidio leadership team

BRÍD GRAHAM

SVP EMEA & APAC

Brid is responsible for driving the commercial success of Presidio in Europe and Asia Pacific as the business scales internationally. Brid has over 25 years' experience in the IT industry.

ALAN LANIGAN

Apple Business Manager, EMEA

Alan leads Presidio's Apple Practice from Presidio's European HQ in Dublin. He has 12 years-experience in the IT industry specialising in the successful positioning of the Apple solutions suite.

STEVE ROWE

Apple Business Development Manager

Steve has over 20 years of success championing end-to-end delivery of Apple solutions, delivering Digital Transformation Projects and Partner Development Programmes.

PETE FLEMING

Apple Program Manager, US

Pete has over 10 years experience in the IT industry and leads the Presidio US Apple operations, managing the partner programs and educating the account teams on Presidio's unique offerings.

AISLING BOLGER

Global Head of Marketing

With 25 years' experience in international B2B marketing, communications and PR, Aisling leads the marketing strategy for Presidio in Europe and Asia Pacific. She also leads the marketing of Presidio's Apple portfolio across Europe and Asia Pacific.

Presidio Apple practice team

ROBIN KAY – Apple Technical Lead

BARTOSZ ZACHARA – Apple Engineer

RUDY MARTINS – Apple Engineer

JOHN COMPTON – Apple Pre Sales Engineer

GHO HOU LIN – APAC Sales Director

PARRY TAN – Apple Technical Lead

STACEY TAN – Inside Sales Rep

JOELLE MARTINS - Apple Account Manager

JACK SHERIDAN – Senior Sales Executive

KIMBERLY LEE – Account Manager

ANNA ZDUN – Apple Marketing Lead

TAKE THE NEXT STEP TO TRANSFORM YOUR BUSINESS

Your company's digital infrastructure is the heartbeat of your business operations. From your employee performance to your brand's customer experience, investments into best-in-class technology open the door to new in-house capabilities, greater operational efficiencies, and a brighter future for your company.

As you plan out these tech investments, it's important to keep your IT expenditures aligned with desired business outcomes and your expected return on investment. That's why Presidio works with each individual client to plan a customised transformation project that meets the organisation's needs both today and tomorrow.

Ready to bring the benefits of Apple's business solutions into your enterprise? Find out how Presidio can help.

Contact us today for a free consultation by emailing us at contact@presidio.com

presidio.com/applepractice

PRESIDIO®