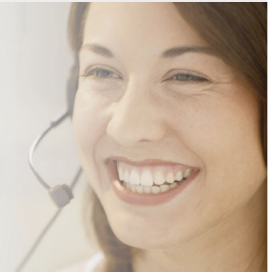# SHI Services for Your Apple Environment

As your organization explores the powerful performance, ease of use and manageability that Apple® solutions can bring to your environment, rely on SHI to assist you in reviewing your best options, integrating them seamlessly into your environment and gaining the most value from your technology investments.   SHI does this by offering:

Skilled Pre-Sales Support

As an Apple Value Added Reseller, SHI can handle your Apple hardware and support needs. SHI staffs a highly-trained team of Solution Sales Executives, Product Specialists and Systems Engineers to help you choose the most appropriate solutions, configurations and maintenance options to fit the specific needs of your environment.

Planning and Deployment Services

Take advantage of the experience that has assisted organizations with thousands of customized deployments. Whether you are a small business or a large organization, let SHI walk you through the best practices for deploying and managing the Mac OS® and iOS devices in your environment so that all of your specific requirements for implementation are met, including policy management, integration with Active Directory and data security.

Integration Services

Make integrating Apple products and technology into your environment as simple and painless as possible. Through SHI's 140,000 square foot Integration Center and extensive partner network, SHI delivers a full portfolio of services designed to customize your Mac® and iOS devices to your specific needs. From activation and image management to shipment of complete bundles, SHI's skilled technicians can handle both individual configurations and large-scale rollouts.

Procurement Support

SHI's world-class e-procurement vehicles provide you with access to your organization's specific catalogs and standard product configurations, as well as a robust reporting system that offers both summary and detailed purchase history for keeping track of your assets. SHI also leverages a network of local distribution centers across the globe to provide you with in-country stock on most Apple product lines and faster turnaround on CTOs.

Program Assistance

SHI can help you navigate the most cost-effective buying options as well as take advantage of different offerings such as trade-in/recycling programs and employee purchase options. Leverage our skilled pre-sales support team to review your various maintenance options, including accidental damage and extended warranties, as well as auto-enrollment options for AppleCare®.

Value Added Reseller

Contact SHI at 888-764-8888

SHI Apple Services Portfolio

Planning and Deployment Services

▸ Pre-Sales support on solutions and services

▸ Consultation services for security, implementation and deployment

▸ Best practices for deploying and managing Mac OS®

▸ Policy management

▸ Integration with Active Directory

▸ Evaluating and deploying 802.1x wireless networks

▸ Data security and disk encryption

Integration Services

▸ Asset tagging and serial number capture

▸ Custom configurations

▸ Laser engraving

▸ Shipment of complete bundle (including Apple® and third-party accessories)

For iOS Devices

▸ Creation/installation of iOS configuration files for:
   ▸ Local policy enforcement
   ▸ Network configuration
   ▸ Preloading of certificates
   ▸ Web clips to targeted sites

▸ Activation of device through iTunes® and/or 3G wireless service

▸ Loading of custom lock screens, home screens, icon arrangement and many standard files

▸ Installation of iOS Enterprise-developed apps

▸ Enrollment in Mobile Device Management servers

For the Mac®

▸ Image creation and deployment direct to user

▸ Preparation of environment and Mac for IT management:
   ▸ Extension of Active Directory schema
   ▸ Binding of new Mac to Exchange
   ▸ Pre-installation of corporate image and applications
   ▸ Installation and configuration of enterprise management software
   ▸ Serial number/MAC address transmission to asset management team

▸ Application testing on new Mac OS X builds

▸ Solution scripting for IT task automation

About SHI

Privately-held and under the guidance of its current ownership since 1989, SHI has transformed itself from a $1 million reseller into a $3 billion+ global provider of information technology products and services. SHI offers custom IT solutions for every aspect of your environment, from software and hardware procurement to deployment planning, configuration, data center optimization, IT asset management and cloud computing.

Please contact SHI at 888-764-8888

or visit www.SHI.com/Apple

 Value Added Reseller