Does your school have the technical expertise to manage your Apple equipment or do you find it challenging to support and maintain?

Many schools use Apple Macs and iPads alongside their main ICT provision for specific areas of the curriculum such as design, music and media. However, you may not have the time, resource or capacity to develop the skills required to manage this discrete area of your ICT effectively. Our Apple support service will help you resolve technical issues with Mac OS and OS X Server. We will also support the integration of your standalone Macs, iPads and OS X Servers onto your main school network so that users can take advantage of centralised resources such as printing which in turn will save time and money.

Apple Support Service

Key features of our service include:

Direct Access to Apple Certified Support Professionals
- a single point of contact for help when you need it most

The Service Desk has trained Apple Certified Support Professionals to help with your Apple related issues and when you call us, an expert will start working on your query with you.

Fast Response Times and High First Time Resolution Rates
- we take ownership of your queries

Our targets are agreed with our User Groups and our performance against them is published on our website. Last year more than 98% of our calls were answered within 30 seconds and 63% were resolved at first contact. If we do need to escalate your call to one of our specialists or to Apple, we continue to act as a single point of contact at no additional cost to you.

Remote Assistance as Standard - to speed diagnosis and show you how to resolve the issue

We have the ability to remote into your desktop so that we can work with you to help diagnose the problem and resolve it with you. This is a standard feature of our service and very popular with our customers, as you will learn how to resolve the issue should it reoccur in the future.

We also provide access to a library of Frequently Asked Questions (FAQs) which you can access 24/7.

Unlimited Service Provision - no barriers to use

We do not place any restrictions on the number of times you can contact us, nor do we restrict the number of users of our service. This means that anyone in your school can log incidents for one annual support fee.

Additional Services

Onsite technician time can be purchased separately if required and one of our Apple Certified Technicians will visit you as and when needed. We also offer Apple training courses to help you get more out of your systems to support teaching and learning. We can install your Apple equipment and take care of registration and licencing for you too.