

# Support Mac backed by AppleCare



## Empower your employees with choice.

Employees prefer companies that offer choice.

More than half (57%) of respondents agreed that companies not offering employees a choice between a Mac® or PC are less forward-thinking.

### WIPRO'S SUPPORT SERVICE PROVIDES:

- Wipro support staff backed by AppleCare® Engineers focused on **customer satisfaction and user experience**.<sup>1</sup>
- **Video tutorial portal** to enhance shared responsibility for support.
- **24/7 technical support** by phone, mail, or chat in 32 languages.
- **A dedicated account manager** for continuity of support.<sup>1</sup>
- **Expedited onsite repair or replacement** of a broken device in 27 countries **for every employee**.
- **Auto-enrollment in AppleCare for Enterprise** through API integrations coming soon.

### WIPRO FACILITATED APPLE DEPOT REPAIRS AND REPLACEMENTS

- Safe and reliable Apple genuine parts.
- Managed inventory powered by AppleCare for Enterprise.
- Global Service Exchange (GSX) integrations with Jamf Pro and VMWare Workspace One to provide insight into device purchase date and Limited Warranty/AppleCare expiration.

 Authorized Service Provider



<sup>1</sup>Requires applicable Wipro AppleCare for Enterprise agreement. Customer must designate Wipro as a contact on agreement to coordinate support on their behalf.

**FOR MORE INFORMATION:**  [apple.experts@wipro.com](mailto:apple.experts@wipro.com)

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# Delivering Mac **choice** to your employees **today**

Designing and deploying a corporate-provisioned employee choice program that incorporates Windows and Apple products within your existing IT infrastructure can be daunting. Wipro makes it easier.

Our evaluation and proof-of-concept services provide the support and tools necessary to prepare your IT environment for a quick, seamless transition to Mac.

Wipro's deep expertise in end-user services—from device sourcing to deployment to security to support—allows enterprises to order Apple products and have them distributed directly to employees with zero-touch deployment. The device policies and applications are configured over the air.

From the initial power-on, the Mac is set up automatically without any interaction with IT and can be easily maintained and kept compliant with policies while saving time, reducing costs, enhancing governance and delighting employees.

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## FOR MORE INFORMATION:

 [apple.experts@wipro.com](mailto:apple.experts@wipro.com)

 [Wipro.com/innovation/live-workspace-for-apple](https://wipro.com/innovation/live-workspace-for-apple)

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## About Wipro

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 180,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

