Crown
Commercial
Service

sync

Managed Apple Support with Sync Assist - Service Definition

G-Cloud 15

sync assist

Managed Apple Support with Sync Assist

About Sync
Sync are an Apple specialist, supporting Businesses, Public Sector bodies, Educational Institutions, and consumers since 1992.

Our technology experts work with institutions to provide advice, guidance, and support through the buying process and beyond. We are highly accredited in providing sector- leading services.

We work with over 20,000 organisations across the UK, managing more than 70,000 devices for our customers across multiple sectors.

Technology Experts
We work with world-leading brands to deliver exceptional solutions. These include Apple, Microsoft, Jamf, and Adobe.

Using our industry and product knowledge, we work to make incredible end-user experiences, and work backwards from there. This ensures that your technology helps staff & users to achieve the best results.

Through our vendor accreditations, we can also help you to create new and innovative solutions and workflows, unlock enhanced pricing, and upgrade and enhance the security of your IT estate. by delivering on the promise of unified endpoint management for Apple devices.

What the service is:

Sync supports organisations of all sizes and goals - so we have created a model which allows you to choose the package which suits your organisation best.

Our flexible support model enables us to support every client with their pursuit for success, growth and security. All whilst being financially sustainable and addressing the modern workspace.

Our core models are outlined as below, and can be further customised to suit your exact requirements using our bolt-on modules, all starting from £125 per month to support you best. This Core support model includes:

1. Rapid-response support

Every contract type includes our rapid-response service, which ensures that you get the IT support you need it.

With our core support model you will have direct access to our large Manchester-based Helpdesk team, all highly qualified and experienced support specialists, who are there to quickly log and respond to each ticket within 30 minutes. We will also respond in clear and friendly language, leave us to deal with the tech jargon as we are there to support you. Support will be given between 8am-5.30pm during weekdays, Central European Time. Excluding: New Year's Day, Easter Monday, Christmas Day.

2. Modern Workspace

We will support your organisation, addressing the needs of a modern and mobile day, which may not all be in one building using traditional desktop stations. We will remotely support you where possible, using the latest cloud based systems to secure, support and manage devices regardless of them being in the office or working from home.

3. Asset/system tracking

Knowing what IT systems and devices you have may sound basic, but many organisations like us to help keep track of their IT estate to ensure you have a secure, up-to-date and reliable estate so that your staff can get on with their jobs. We can also advise on upgrade paths and refresh cycles so you are never left behind.

Additional support that we offer under Sync Assist:

The levels of data backup, data restoration, and disaster recovery that we provide, such as business continuity and disaster recovery plans

Get peace of mind knowing your files are backed up securely in the cloud, free of worry from hardware failure or theft. With Cloud Backup from £59 per month, all data is stored in a secure datacenter with 24-hour staff, biometric security and redundant power.

If total loss of data occurs in local backups/servers , don't worry we have you covered and can restore and access your data - wherever you are in the world. We can create backups of 10TB storage per module, increasing space as you grow. Security Policies are included for your Cyber accreditations or customer queries/tenders.

Proactive maintenance management

From £59 per month, we will visit your organisation(s) with scheduled visits (weekly, fortnightly or monthly), so we can carry out pro-active maintenance or complete support tickets which cannot be done remotely.

This typically helps institutions who have infrastructure at their sites, such as servers, firewalls or networks. We will appoint a suitable lead Technician for these visits to assist with continuity and knowledge of your organisation and site(s).

Security

Cyber Security:
With this module, from just £59 per month, we will conduct a full security audit for your institution, backed up with monthly vulnerability scans for your peace of mind and constant monitoring.

We will also put your organisation through the Government backed NCSC Cyber Essentials accreditation and pay for your 1st year exam. Sync will include 3 custom Cyber security policies, allowing you to guarantee total data security to your all of your staff and consumers.

Anti-Virus:
Sync will handle all Anti-Virus support queries. Whether this be administration of endpoint in Sophos Central Management, to removing PUA's from client/server devices.

Data Transfers:
When installing new devices purchased from Sync, sometimes data transfer can be required. We can take care of this entirely and make moving to a new device a smooth process.

E-mail Security:
In today's way of working, E-mail Security needs to be kept at an extremely high standard. This includes implementing Multi Factor authentication for Email accounts, handling spam/spoofing attempts both professionally and efficiently. Sync can also help with configuration of DMARK and DKIM records for added E-mail traffic security between mail servers.

Service constraints

Everyday issues such as applications crashing, device slowness or software error reports can occur when you least want them to. Our excellent support team will be ready to investigate the issue with yourself to a satisfactory conclusion on both Mac and Windows OS.

Hardware SLA/Cover

Sync offer Hardware cover as a bolt on for Mac and Windows client devices. If a device is less than 5 years old, then it qualifies for potential hardware cover. Sync will offer hardware cover on client devices only.

Turnaround time for hardware repairs can be dependent on the particular issue however on average the repair turnaround time for a Mac is 2-5 Working days. The turnaround time for Windows PC Repairs is on average 3-7 working days.

Why Sync?

Sync supports organisations across the UK, aiding in the adoption, deployment, and ongoing use of Apple technology. This includes the provision of hardware, software and finance solutions, as well as installations, training, technical support, repairs, and more.

Our approach covers everything from helping organisations to introduce the latest technology into their working practice, integrating with current systems (including Microsoft and Google), guiding CPD and training strategies, and supporting technology services. Meanwhile our work with Apple Financial Services and recycle scheme ensures your organisation is able to keep your technology up to date, and that older devices never go to waste.





















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