

CARE PACKS

Whitepaper

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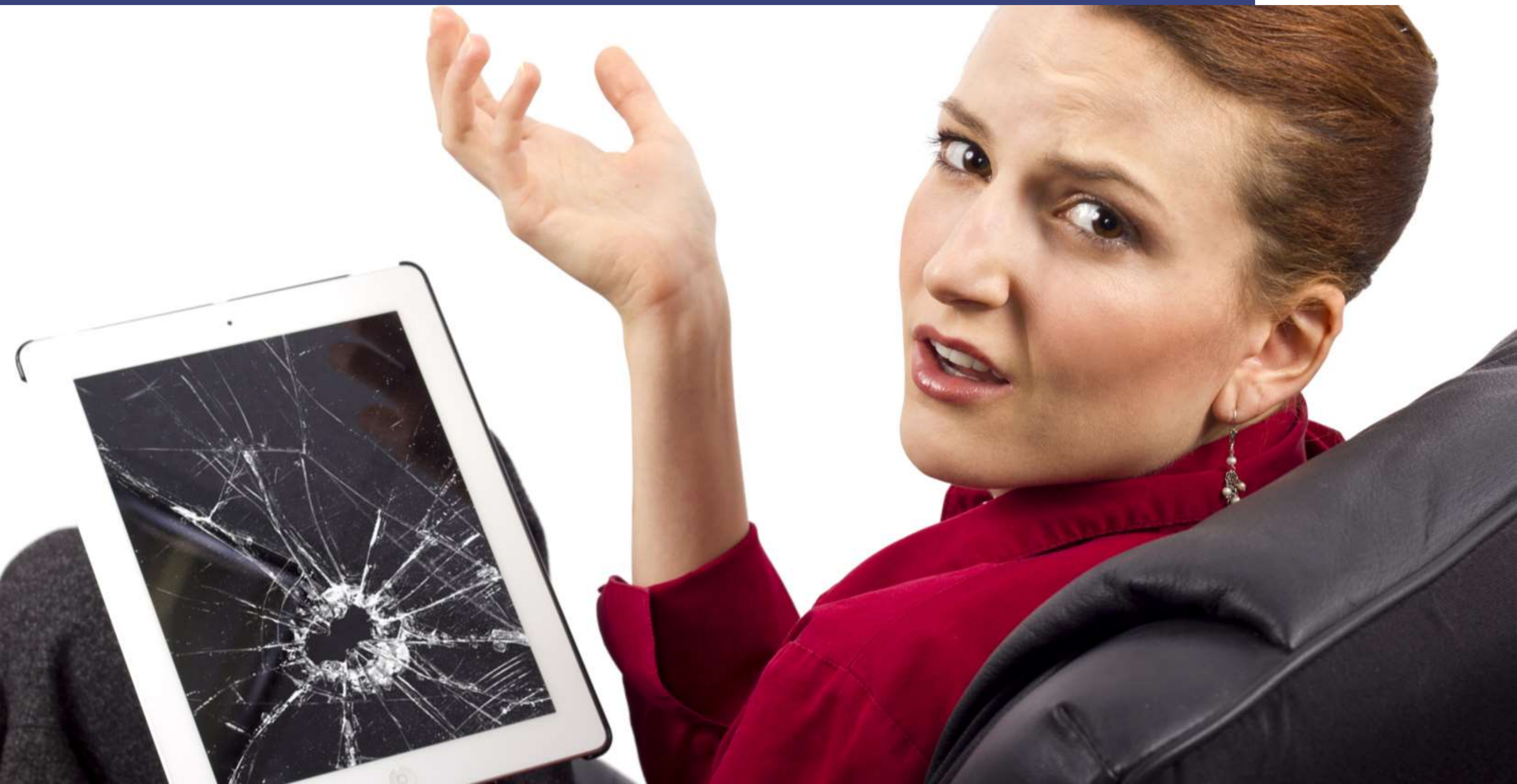


Overview

Because Apple makes the hardware, the operating system, and many applications, Apple products are truly integrated systems. And only AppleCare products give you one-stop service and support from Apple experts, so most issues can be resolved in a single call.



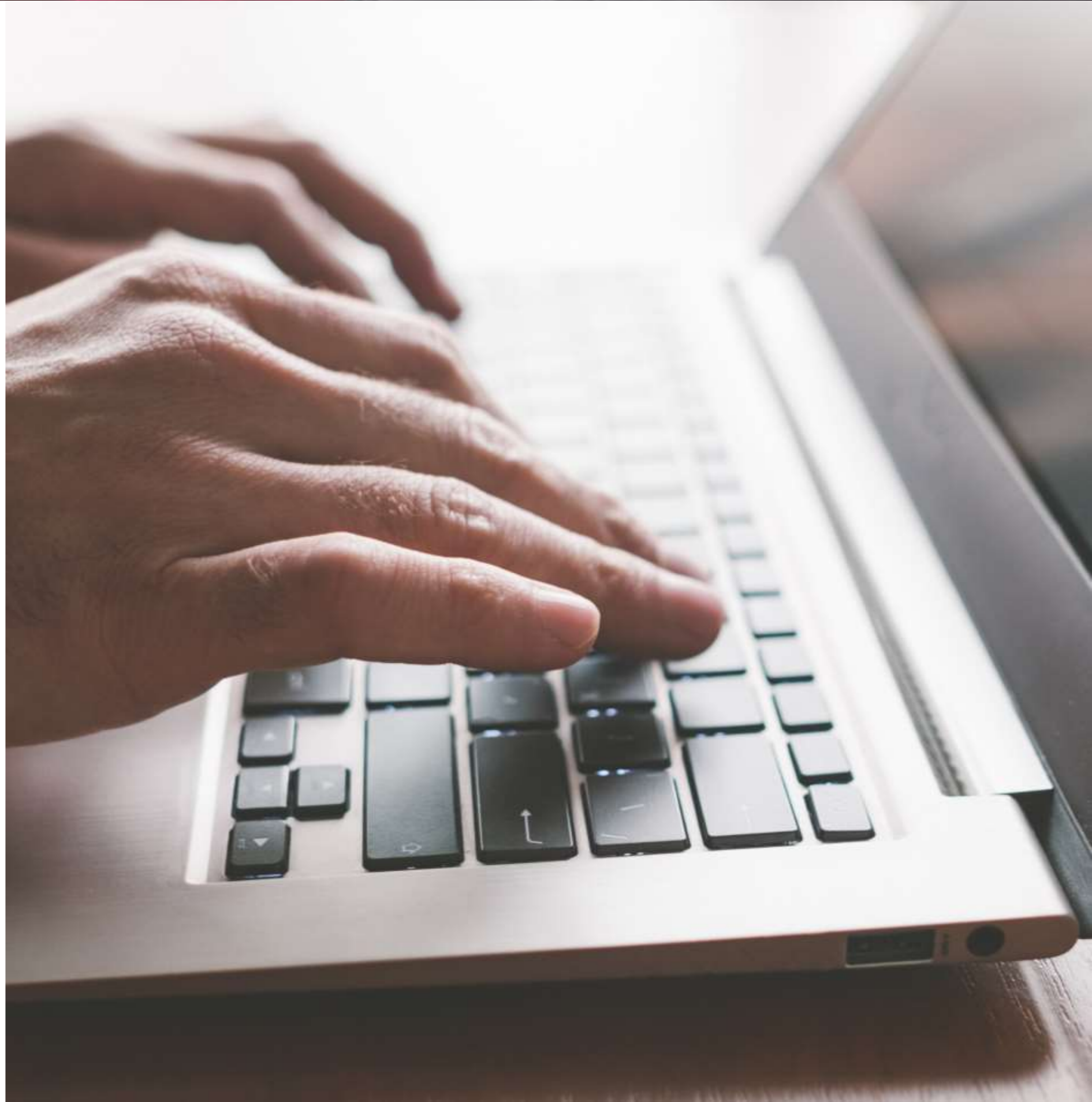
Client Problem / Need



All Apple hardware comes with a one-year limited warranty and up to 90 days of complimentary telephone technical support. To extend your coverage further, purchase the AppleCare Protection Plan or AppleCare+.

As more and more employees choose Apple devices, it becomes important for the organisations to ensure that these devices keep running and the employees receive support as and when they need it.

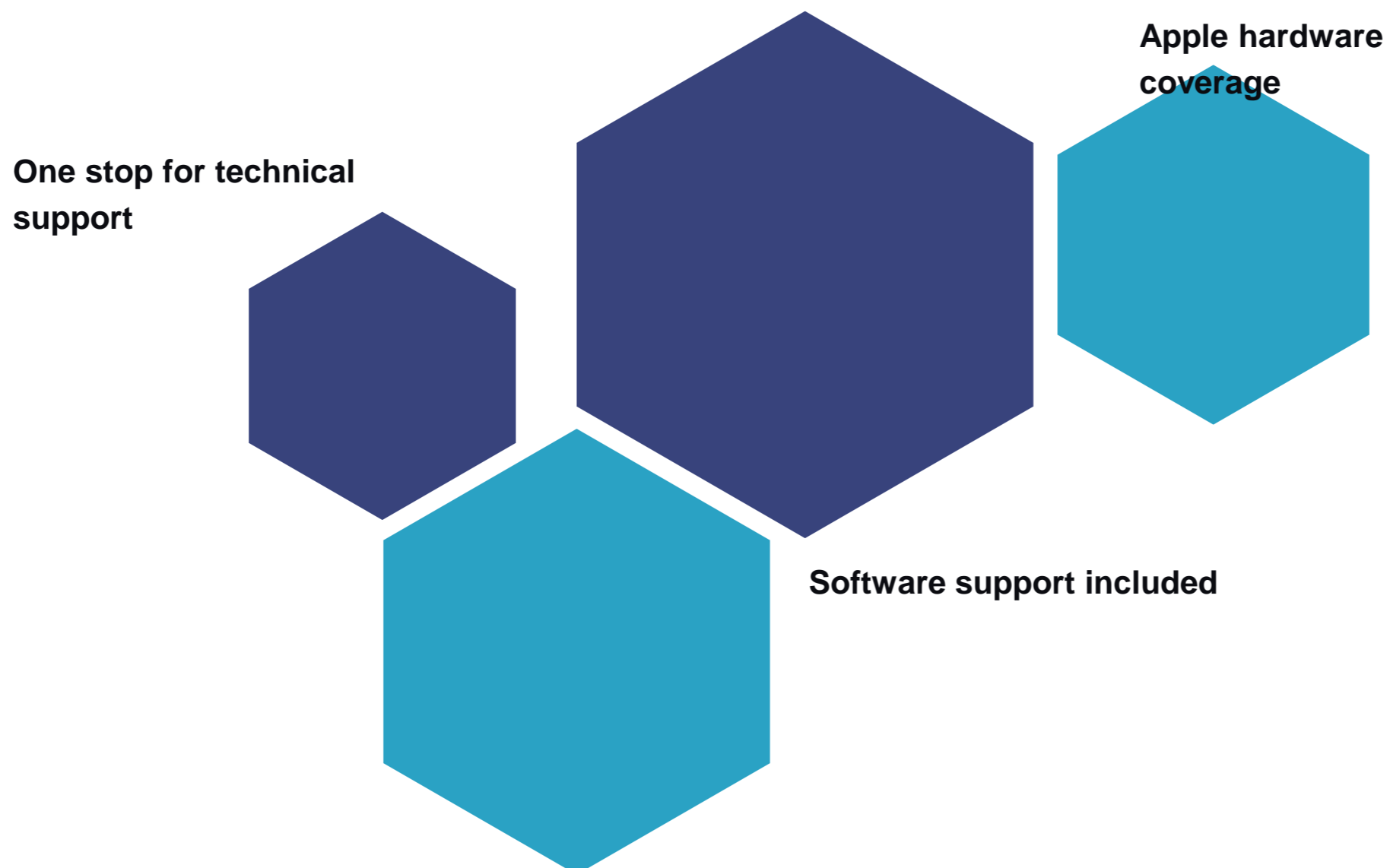
At the same time, while the end users get familiar with the Apple devices, theft, accidental physical damages too need to be managed.



Why Zones



Zones and Apple are here to help with all of your Apple products throughout their lifecycle. Our expertise and service offerings cover the entire IT lifecycle – from specialized deployments and financing to lifecycle support services that extend beyond the core offerings.



AppleCare+ can also **Cover Loss or Theft** for an Extra Fee

Care Packs

Zones offerings include

End user experience and device preferences are driving various organizations to invest in Apple in the workplace. Many users overwhelmingly prefer Apple products for their performance, security, reliability, and ease of use. Complete lifecycle management of apple devices will add further value for end user and organisations. Benchmark level support services with customised care packs will reduce complexities of deployment and scalability of apple devices.

A platform for lifestyle assistance and protection subscription programs helping customers manage and overcome their anxieties around their everyday essentials and dependencies.

Care Pack Services will add to:

- Superior Customer Experience
- Exclusive relationship offers / account managers for hassle free claim experience.
- Benchmark Level Service Support and Pan India Reach
- Service Delivery Network & Infrastructure

A Plan for Every Need/User:

- iPhones
- MacBooks & iMacs
- iPads

Zones Care Pack offerings include:

- Hardware OS & O365 Support
- Standard SLA with reporting
- Defined Priority User Support
- Zones Comprehensive Damage Protection & Extended Warranty – 3rd party insurance
- Apple Care Protection+ (Optional)
- Accidental & Liquid Damage Protection
- Theft Protection Plans
- Dedicated Relationship Officer
- Dedicated Project Management Teams and Service Support
- Escalation Matrix

