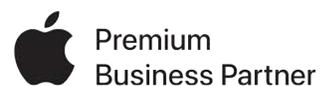


ENTERPRISE MAC MANAGEMENT

Maximizing Security, Integration, and ROI

The Strategic Advantage
of Mac + Compucom



Enterprise Mac Management

The Strategic Advantage of Mac + Compucom

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EXECUTIVE SUMMARY

Mac® isn't just for the marketing team. While creatives have long been fiercely loyal Mac aficionados, today's demand spans every department. Our recent survey, Enterprise Mac Adoption: IT Leader Insights, revealed that 90% of respondents now give employees the option to choose between Mac and PC in their environment either through device choice or BYOD¹.

Why? Because forward-thinking companies understand that the right tools inspire people to do their best work. Mac delivers exceptional performance, long battery life, and a robust security architecture, making it ideal for multitasking, running demanding applications, and enabling seamless work from anywhere. When employees feel empowered by the tools they use, productivity and engagement rise — and the whole company wins.

As an **Apple Premium Business Partner** and **Apple Authorized Service Provider**, we help organizations confidently scale Mac adoption — unlocking powerful benefits in **security, cost efficiency, lifecycle management, and user experience**.

Whether you're championing broader Mac deployment, optimizing your current fleet, or building a case to stakeholders that scaling Mac adoption won't necessitate drastic infrastructure changes, you're in the right place. We'll unpack our survey findings, debunk outdated myths, and show how you can deliver the Mac devices employees love, while meeting enterprise-grade IT standards across five essential elements:

Enterprise-Grade Security & Compliance

Mac is secure by design. Compucom enhances this with full lifecycle security management, policy enforcement, and real-time compliance monitoring.

[76% of large enterprises say Apple® devices are easier to secure than Windows or Android](#) (IDC)².

Proven ROI & Lower Total Cost of Ownership (TCO)

Mac reduces IT overhead, improves uptime, and delivers higher residual value.

[Cisco found 33% fewer IT admins were needed to support Mac](#)³, and [Macs cost \\$547 less per device over three years, according to Forrester](#)⁴.

Full Lifecycle Management with Visibility

Effective Mac deployment doesn't end at provisioning — it requires full lifecycle oversight. Compucom's [Full Lifecycle Observability \(FLO\) Framework](#) provides visibility across your entire IT environment. FLO's AI-driven insights drive smarter decision-making across procurement, deployment, configuration, support, and retirement.

[FLO enables proactive issue resolution and real-time performance monitoring across all devices, including Mac](#).

Seamless Integration

Mac integrates smoothly into enterprise IT environments with full compatibility for systems and apps ([mail and messaging, network connectivity, file sharing, collaboration, and more](#))⁵, identity providers, and Mobile Device Management (MDM) platforms.

[90% of Compucom users reported no issues using corporate applications on Mac](#)⁶.

Employee Choice Without Compromise

Employees prefer Mac devices for performance and experience. Compucom enables organizations to offer Mac choice while maintaining enterprise-grade manageability and support.

[60% of Cisco employees chose Mac when given the option, with 24% switching during their refresh cycle](#)³; [64% of Compucom employees use Apple products in their personal life](#)⁶.

OUR SURVEYS AND KEY FINDINGS

External Survey: Enterprise Mac Adoption – IT Leader Insights

Approach

Compucom surveyed over 1,000 U.S.-based IT leaders from organizations with 500+ employees. The goal: to understand how Mac devices are used, managed, and perceived in enterprise IT environments. The survey explored demographics, device usage, cost factors, reliability, integration, manageability, security, user experience, and readiness for emerging technologies.

Top Insights by Area of Interest

Security & IT Management

IT leaders overwhelmingly trust Mac for security, with formal asset management practices and a strong focus on compliance and infrastructure challenges shaping platform decisions.

- **Mac Security Advantage:** 73% rate Mac as more secure than PC; 78% report fewer security incidents with Mac.
- **Top Challenges in Managing Technology:** 55% rank security tools and compliance as the most difficult cost-related issue for IT; 46% cite network infrastructure.
- **Decision Drivers:** 67% prioritize security, and 47% prioritize network compatibility when selecting device platforms.
- **Lifecycle Management:** 67% use formal asset lifecycle programs; 43% recover residual value through resale.
- **Perception:** 83% say Mac offers security advantages over PC.

78%
fewer security incidents

83%
say Mac offers security advantages

Device Choice & Integration

Organizations embrace Mac through Choose Your Own Device/Bring Your Own Device (CYOD/BYOD) programs, citing superior reliability and ease of support – though integration hurdles like app compatibility and identity management remain top concerns.

- **Choice Programs:** 90% offer Mac options via CYOD/BYOD.
- **Performance & Reliability:** 72% rate Mac devices as more reliable than PC.
- **Manageability:** 53% say Mac is easier to support; 76% use Intune and 46% use Jamf for Apple device management.

90%
offer Mac options

53%
say Mac is easier to support

Emerging Technologies & AI

With over half of organizations actively adopting AI, Mac is viewed as a strong platform for the next generation of workplace innovation, offering a solid foundation for emerging tech initiatives.

- **AI Adoption:** 54% actively adopt AI; 40% are exploring it.
- **Mac Readiness:** Respondents view Mac as well-positioned to support emerging tech and AI initiatives.



Internal: Compucom Employee Device Preference and Experience Survey

The aggregated results from our internal survey of 481 Compucom associates reveal several key insights into device preferences, Apple product usage, and workplace experience.

Mac Preference

More than 4 in 10 of Compucom associates who responded would use a Mac.

43% of respondents would choose a Mac as their primary work device. This demonstrates a strong and growing affinity for Mac devices among our workforce.

Apple Product Usage

More than 6 in 10 Compucom associates use at least one Apple product for personal use. Almost 30% (28%) use a Mac laptop personally.

The majority of respondents use combinations of iPhone®, iPad®, Mac laptop, and Apple Watch®, highlighting the widespread personal adoption of Apple's ecosystem.

Business-Critical Apps

MS Office listed as most common application.

Respondents listed a wide variety of business-critical apps, with general productivity suites being the most commonly mentioned, followed by specialized platforms used for customer relationship management and service operations.

Experience Levels

41% of respondents are somewhat familiar with Mac, 33% are very familiar, and 20% have never used a Mac. This mix of experience levels suggests opportunities for further training and onboarding support.

These insights reinforce the importance of employee choice, highlight the strong presence of Apple products among our workforce, and identify areas where additional support and education can drive even greater Mac adoption and satisfaction.

43%
would choose Mac

more than **60%**
use personal Apple products

M365
most commonly
used apps





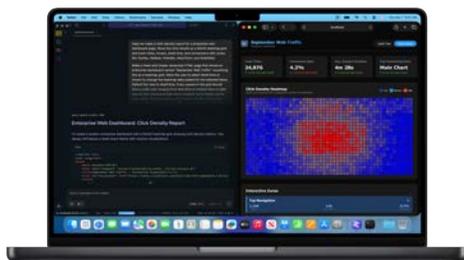
MAC MEANS BUSINESS: Accelerating Mac in the Enterprise

As responses show in our survey, **enterprise Mac adoption is accelerating.**

In the sections ahead we'll outline the strategic advantages of Mac in the enterprise and show how Compucom can help unlock the full value including:

- Enterprise-Grade Security and Compliance
- Proven ROI and Lower Total Cost of Ownership (TCO)
- Seamless Integration with Enterprise IT
- Employee Choice Without Compromise
- Full Lifecycle Management and Observability

With the right strategy, tools, and support, **organizations embracing Mac are seeing real gains in security, cost efficiency, lifecycle management, and employee experience.**





Enterprise-Grade Security & Compliance

Mac + Compucom: Secure across the lifecycle

Mac: Secure by Design

Mac is built for enterprise-grade protection – driven by the tight integration of Mac hardware and advanced macOS® security features.

Security is foundational to Mac – from Apple Silicon and Secure Enclave to FileVault and System Integrity Protection. Compucom strengthens this foundation with full lifecycle security management, integrating third-party tools, enforcing policies, and monitoring compliance in real time.

Built-In Mac Security Features

Mac is engineered with security at its core:

- **Apple Silicon + Secure Enclave:** Hardware-based encryption and secure boot.
- **FileVault:** Full-disk encryption to protect data at rest.
- **System Integrity Protection (SIP) & Gatekeeper:** Prevent unauthorized software execution and maintain system integrity.
- **Private Cloud Compute for Apple Intelligence:** Enables advanced monitoring to ensure user data is never stored or shared.
- **Platform SSO:** Synchronizes Mac login credentials with identity providers, reducing password fatigue and improving access control.
- **Lost Mode & Remote Wipe:** Locate or securely erase lost or stolen devices to prevent data breaches.

Mac also supports compliance with frameworks such as the Center for Internet Security (CIS), the National Institute of Standards and Technology (NIST), the Defense Information Systems Agency (DISA), and the Sarbanes-Oxley act of 2002 (SOX) and integrate seamlessly with MDM platforms like Intune and Jamf for policy enforcement and remote management.

macOS provides the secure foundation, Compucom delivers the enterprise-grade protection throughout the full device lifecycle.

“Mac devices with Compucom services meet and often exceed the expectations of security executives.”

– Louis St. Amand, Compucom Capability Center Architect

Compucom’s Lifecycle Security Approach

Compucom enhances macOS security with a comprehensive, lifecycle-based strategy:

- Zero-touch deployment and over-the-air configuration ensure secure onboarding from day one.
- Policy enforcement via MDM platforms like Intune and Jamf ensures consistent application of security standards – including mandatory passcodes, VPN usage, and feature restrictions (e.g., ChatGPT or external storage).
- Endpoint Security API enables advanced monitoring and integration with third-party tools for threat detection and data loss prevention (DLP).
- Compliance monitoring through telemetry analysis allows Compucom to rapidly identify and remediate out-of-spec endpoints, regardless of location.

Enterprise Validation

- [76% of large enterprises agree Apple devices are easier to secure than Windows or Android \(IDC\)²](#)
- Apple’s User Enrollment model supports Bring Your Own Device (BYOD) environments by separating personal and corporate data.

Security That Scales

Whether deploying a handful of Mac devices or scaling across thousands of endpoints, Compucom ensures:

- **Consistent enforcement** of security policies
- **Real-time visibility** into device health and compliance
- **Integration with enterprise identity providers** and security ecosystems
- **Ongoing support and governance** aligned with regulatory requirements

Proven ROI & Lower TCO

Mac delivers more – for less

Mac: Powerful, Affordable

Mac is a smart financial choice, consistently delivering a lower total cost of ownership (TCO) and stronger return on investment (ROI) over time. Their reliability reduces IT overhead, minimizes support needs, and preserves higher residual value, making them a strategic long-term investment for enterprise environments.

Organizations that prioritize performance, security, and lifecycle efficiency find that Mac not only pays off financially but also empowers teams to work smarter and more effectively.

Validation of Mac Cost Efficiency

Forrester Total Economic Impact™ Report

- Mac costs **\$547 less per device** than PCs over five years.
- Lower operational overhead due to simplified deployment, fewer help desk tickets, and reduced downtime.
- Mac retains higher residual value, reducing refresh costs.

Cisco Internal Study

- Mac requires **33% fewer IT admins** to support.
- Sales teams using Mac closed deals at a **10.9% faster** rate.
- Engineers using Mac produced **11.5% more code**, indicating higher productivity.

Compucom Field Data

- Mac laptops generated **4x fewer support tickets** than non-Mac devices⁸.

Strategic Business Impact

Mac enhances employee experience and drives business outcomes:

- **Higher residual value** improves asset recovery and reduces refresh cycle costs.
- **Fewer support incidents** free up IT resources for strategic initiatives.
- **Improved employee satisfaction** boosts retention and productivity.
- **Streamlined management** via MDM platforms like Intune and Jamf simplifies policy enforcement and reduces operational complexity.



Mac delivers real ROI – lowering operational costs, minimizing support needs, and maximizing performance so workers can get things done.

\$547

less per device
over 5 years

4x fewer
support tickets

Integration & Compatibility

Mac fits seamlessly into enterprise IT — with full manageability, compliance, and app compatibility.

Mac: Enterprise-Ready

Mac is fully manageable with enterprise-grade tools — often the same platforms companies already use.

Mac is Built for Enterprise Integration

Mac supports management capabilities through tools like **Apple Business Manager (ABM)** and **Mobile Device Management (MDM)** platforms like Microsoft Intune and Jamf.

While Jamf offers deep Apple-native control, many organizations successfully manage Mac using **Microsoft Intune**, especially those already invested in the Microsoft ecosystem. For those wanting the best of both worlds, a hybrid approach using Jamf and Intune is also viable, combining Jamf's Apple-specific depth with Microsoft's unified endpoint management and security.

Mac supports the same infrastructure, identity systems, and management platforms as traditional PCs, making them a viable choice across all departments. Key capabilities include:

- **Platform SSO:** Secure authentication with identity providers like Azure AD.
- **Enterprise App Support:** Native compatibility with Microsoft 365, Zoom, Slack, Salesforce, ServiceNow, and more.
- **Apple Business Manager (ABM):** Enables zero-touch deployment and automated provisioning.
- **Endpoint Security API:** Supports advanced monitoring and compliance enforcement.

Apple's consistent macOS release cycle, enterprise documentation, and built-in security features simplify deployment and support.

Compucom's Approach

We enhance Mac deployments with tailored endpoint management strategies for your environment, whether you choose Intune, Jamf, a hybrid approach, or other tools. Our experts help streamline lifecycle management, enforce security policies, and lifecycle observability through our Full Lifecycle Observability (FLO) Framework.

We ensure every Mac is a powerhouse for productivity, performance, and the IT peace of mind that teams love and CIOs trust.

Mac is fully supported by Compucom's Unified Endpoint Management (UEM) services, backed by over 25 years of best practices. Services include:

- Customized zero-touch onboarding
- Compliance policy enforcement
- Device and security configuration
- Software updates and application management
- Integration with ABM and MDM platforms

Our UEM solutions streamline macOS lifecycle management by automating policy enforcement, app deployment, and security monitoring. By leveraging platforms such as Microsoft Intune, Jamf, and Apple Business Manager (ABM), we ensure Mac is seamlessly integrated into your IT ecosystem. Our experts collaborate closely with businesses to design customized solutions based on workforce needs and existing infrastructure.



90% of Compucom users report no issues using corporate apps on Mac, and 8 in 10 find collaboration tools like Teams and Outlook easy to use⁶.

Best Practices for Mac Deployment at Scale

To maximize adoption, supporting the Mac onboarding process is essential. We recommend the following best practices for onboarding and managing Mac at scale. Whether using Intune, Jamf, or a combination of both, following these best practices ensures efficient management, compliance, and an optimized user experience.

1. Seamless Enrollment

Device enrollment registers Mac devices with an MDM solution for centralized management.

- **Automated Device Enrollment (ADE):** Utilize Apple Business Manager (ABM) for zero-touch deployment.
- **Mobile Device Management (MDM) Configuration:** Ensure the MDM push certificate is properly set up for device management.
- **Enrollment Restrictions:** Define which macOS versions and hardware meet organizational security standards.
- **Post-Enrollment Setup:** Assign configuration profiles, enforce security policies, and deploy necessary applications.

2. Configuration Profiles & Policies

Managing Mac devices effectively requires applying system-wide settings and security policies.

- **Compliance Policies:** Define rules for password requirements, encryption standards, and access controls.
- **Device Configuration Profiles:** Apply system and network settings tailored for enterprise use.
- **Security Configuration Profiles:** Enforce security measures for compliance.
- **Device Restriction Profiles:** Limit access to specific features based on organizational policies.

3. Application Management

Efficient app deployment ensures productivity and security across Mac devices.

- **Application Deployment:** Distribute applications via an MDM solution, using macOS app packages or Volume Purchase Program (VPP) integration.
- **Automated App Updates:** Keep software current with minimal manual intervention.

4. Security & Compliance Configuration

Comprehensive security policies safeguard corporate data and minimize risks.

- **Encryption Enforcement:** Configure FileVault for macOS devices.
- **Firewall and Gatekeeper Settings:** Configure security preferences for threat mitigation.
- **Multi-Factor Authentication (MFA):** Require MFA for secure access to company resources.

5. Continuous Monitoring & Reporting

Regular monitoring enhances visibility, ensures compliance, and facilitates troubleshooting.

- **Device Compliance Reports:** Monitor security status and adherence to company policies.
- **Custom Compliance Reports:** Generate insights on device security trends.
- **Alerts for Compliance Violations:** Set up notifications for potential security risks.
- **Inventory Management:** Maintain visibility of all enrolled Mac devices.

6. Optimizing User Experience

A smooth onboarding experience enhances adoption and minimizes IT support dependency.

- **Clear Onboarding Instructions:** Guide users through setup and app installation.
- **Policy Transparency:** Communicate guidelines and restrictions effectively.
- **Self-Service Portals:** Enable users to check compliance, install apps, and access device details.
- **Training Sessions Designed for New-to-Mac Employees:** [Expert tips and guidance](#) provided by Apple trainers.

7. Testing & Continuous Feedback

Conducting pilot deployments ensures a smooth rollout and optimizes the user experience.

- **Pilot Deployment:** Test configurations on a limited scale before full implementation.
- **User Feedback Collection:** Gather insights to improve enrollment and security policies.
- **Post-Deployment Monitoring:** Address emerging concerns and fine-tune settings.

8. Documentation & Training

Clear documentation and training ensure long-term success in device management.

- **Configuration Documentation:** Maintain records for consistency and future reference.
- **Training for IT and Users:** Educate teams on MDM management best practices.
- **FAQs and Troubleshooting Guides:** Provide accessible resources for common issues.

Employee Choice Without Compromise

Empower employees. Simplify IT. Deliver Results.

There's a Mac for Every Job

Mac is used and loved across every line of business — and they perform.

While creative teams were early adopters (and still, nothing can get between a graphic designer and their beloved Mac), they are now coveted by sales, engineering, finances, HR, and operations. The shift is driven not just by performance, but by personal preference and familiarity.

“Offering Mac choice in the enterprise requires no compromise in the capability to manage, secure, or measure and improve the digital employee experience for users.”

— Trevor Kirk, Service Architect, Compucom



What Employees Want

Many of your employees — especially those in digital-native Gen Z — likely use Apple products for personal use, including iPhone, iPad, and MacBook®, and expect the same intuitive, high-quality experience at work. In our internal survey⁶:

- **64% of respondents use at least one Apple product personally**
- **28% own a Mac laptop**
- **43% would choose a Mac as their primary work device if given the option**

This familiarity reduces onboarding friction, improves user satisfaction, and increases productivity. Employees who already know and trust Apple's ecosystem are more likely to adopt Mac quickly and use them more effectively.

They also prioritize:

- **Portability and long battery life** for hybrid work
- **Performance** for multitasking and demanding applications
- **Seamless ecosystem integration** with iPhone, iPad, and Apple Watch
- **User experience** that reduces friction and enhances productivity

Our internal survey of 480+ employees revealed:

- **43% would choose a Mac** as their primary work device
- **64% use Apple products personally**, showing strong affinity
- **28% already own a Mac laptop** for personal use

What Companies Need

Offering Mac choice doesn't mean sacrificing control. Our lifecycle services confirm Mac devices are:

- **Fully manageable** with tools like Microsoft Intune, Jamf, or hybrid MDM environments
- **Secured** with built-in macOS protections and enterprise policy enforcement
- **Compatible with enterprise apps**, including Microsoft 365, Salesforce, and ServiceNow
- **Supported at scale**, with zero-touch deployment and 24/7 help desk

Our internal survey⁶ also showed:

- **90% reported no issues** using corporate applications on Mac
- **8 out of 10 found collaboration tools like Teams and Outlook easy to use**
- **90% of Compucom Mac users are satisfied** with their experience

Why It Matters

Employee experience is a key driver of productivity, engagement, and retention. Mac delivers a frictionless experience that empowers users while simplifying IT operations.

In our commissioned survey of over 1,000 IT leaders, 72% of IT leaders say Mac devices outperform PCs in reliability and performance, and 53% report that Mac is easier to support¹ — simplifying IT operations while enhancing user satisfaction. With Compucom's services, organizations can confidently offer Mac choice — backed by enterprise-grade tools, security, and lifecycle services.

Full Lifecycle Management & Observability

From procurement to retirement: See everything. Optimize everything.

“We’ve built what I’ve always wanted myself as a CIO and what, we believe, every organization needs – a comprehensive, accurate view of your IT estate.” – Mike Flanagan, Compucom CIO/CTO

Mac can be seamlessly managed alongside PCs across every lifecycle stage, with unified data, automated compliance, and real-time analytics provided by Compucom’s Full Lifecycle Observability (FLO) Framework.

Our FLO Framework is a transformative approach to enterprise IT management. It turns IT data into a unified, real-time view of your environment, down to the device level.

But the real benefit happens in the discussions it sparks with our customers – conversations that uncover problems, inspire innovation, and build trust.

FLO consolidates millions of signals from multiple data sources and platforms into centralized dashboards. AI and analytics surface trends, anomalies, and actionable insights – often before issues arise, empowering IT teams to manage all enterprise endpoints, including Mac, with precision.

What the FLO Framework Does

FLO enables organizations to:

- **Monitor device health and performance** across platforms, including Mac
- **Track user sentiment and support interactions** to improve digital experience
- **Provide actionable insights** based on correlated telemetry, persona, and service data
- **Automate service improvements** based on real-time analytics
- **Ensure equal visibility and tailored support for Mac users**

Why FLO Matters for Mac in the Enterprise

FLO ensures Mac receives **equal attention, platform-aware support, and continuous optimization** in enterprise IT environments – driving better outcomes across diverse teams by empowering them to stay secure and productive with devices that provide excellent digital employee experience.

Smarter Mac Lifecycle with FLO

PROCUREMENT

Strategic sourcing, volume purchasing, and ABM integration.

FLO helps forecast device needs based on usage trends and lifecycle analytics, ensuring the right Macs is sourced for the right roles.

DEPLOYMENT

Zero-touch provisioning via ABM and Automated Device Enrollment (ADE).

FLO tracks deployment success rates, identifies bottlenecks, and ensures devices are operational from day one.

CONFIGURATION

Role-based configuration, identity provider integration, and custom scripting.

FLO validates that policies, apps, and settings are correctly applied, reducing misconfigurations and setup delays.

SECURITY & COMPLIANCE

Real-time compliance insights, encryption enforcement, and threat detection.

FLO continuously monitors device health, security posture, and policy adherence, alerting IT to risks before they escalate.

SUPPORT

24/7 service desk, proactive monitoring, and experience analytics.

FLO captures user sentiment, support trends, and telemetry to identify recurring issues and improve support outcomes.

RETIREMENT

Secure data wipe, certified recycling, and asset recovery.

FLO provides visibility into device age, usage, and performance, helping IT plan timely retirements and refreshes.



YOUR STRATEGIC ADVANTAGE: Mac + Compucom

Implementing a Mac strategy in your enterprise doesn't have to feel like navigating uncharted waters. At Compucom, we've mastered the art of seamless Mac integration, leveraging 25+ years of Apple expertise to streamline every stage of the Mac lifecycle — from deployment to retirement. Our services enhance the Mac user experience to drive productivity and satisfaction, empowering employees with everything from zero-touch onboarding to real-time support.

Apple Designations: Compucom's Enterprise Credentials

Compucom is unique in that we hold multiple Apple designations that reinforce our expertise in managing Apple devices at scale:

Apple Premium Business Partner

As an Apple Premium Business Partner, Compucom delivers strategic sourcing, volume pricing, and tailored procurement solutions for Apple devices. This designation recognizes our deep expertise in Apple technologies and our ability to support enterprise customers with end-to-end lifecycle services — from deployment to retirement.

Apple Authorized Service Provider (AASP)

Compucom is certified to provide both in-warranty and out-of-warranty repair services for Apple products. Our Apple-trained technicians use genuine Apple parts and follow Apple's service standards, ensuring high-quality repairs and support across the enterprise.

These designations reinforce Compucom's leadership in delivering secure, scalable, and fully supported Apple solutions for the modern workplace. In Addition, we offer strong expertise in endpoint management solutions:

- **Microsoft Intune Expertise:** Compucom has advanced capabilities in Microsoft Intune to empower organizations to manage Apple devices alongside Windows and Android devices within a unified endpoint management platform.
- **Jamf Managed Service Provider and Reseller:** Compucom provides deep expertise in Jamf's Apple-native management tools.

Compucom's Advanced Configuration Centers (ACCs)

Compucom operates world-class Advanced Configuration Centers (ACCs) across the U.S. and Canada, ensuring efficient device provisioning and deployment. These depots enable:

- **Rapid device fulfillment:** Mac devices are pre-configured and shipped directly to employees or offices.
- **Zero-touch deployment:** Devices arrive ready to use, integrated with Apple Business Manager (ABM) and Automated Device Enrollment (ADE).
- **Custom configuration:** Role-based settings, security policies, and app installations are applied before shipment.
- **Lifecycle management:** Devices are tracked, maintained, and securely retired through our ACC network.

Compucom's Role in a Seamless Transition:

Adopting Mac in the enterprise has become a recognized strategic advantage. Superior performance, lower total cost of ownership (TCO), and ability to attract top talent make Mac a business case that's hard to ignore.

At Compucom, we specialize in procurement, management, support, security, digital employee experience (DEX), and full Apple device lifecycle services, ensuring a smooth, secure, and impactful Mac rollout. Whether you're piloting a small program or scaling nationwide, we provide end-to-end services that deliver unmatched value.

How We Streamline Your Mac Transition:

- **Comprehensive Onboarding:** From device procurement to setup, we handle every step to ensure seamless integration.
- **Lifecycle & Depot Services:** Advanced Configuration Centers (ACCs) across the U.S. and Canada enable rapid configuration, provisioning, and ongoing device management
- **Security & Compliance:** Mac is secured using enterprise-grade protection, compliance policies, and real-time monitoring.
- **Training Programs:** Empowering employees to fully leverage their Mac devices for productivity and efficiency.
- **Ongoing Support:** Dedicated help desk, proactive updates, and regular performance reviews ensure an optimized experience over time.

Mac offers unparalleled benefits for enterprise IT, from advanced security to lower TCO. With Compucom's expertise, businesses can unlock the full potential of Mac while streamlining their IT operations. Ready to make the switch?



PROCUREMENT:

Source the right Mac models, configurations, and accessories to meet business and user needs.

How Compucom helps:

- Strategic sourcing through Apple-authorized channels
- Volume purchasing and asset tagging
- Integration with Apple Business Manager (ABM) for zero-touch deployment
- Financing and leasing options to optimize cost

FLO Framework Advantage: Data-driven planning — FLO helps forecast device needs based on usage trends and lifecycle analytics, ensuring the right devices are procured for the right roles.

DEPLOYMENT:

Get devices into users' hands quickly and efficiently, with minimal IT intervention.

How Compucom helps:

- Zero-touch deployment using ABM and Automated Device Enrollment (ADE)
- Pre-enrollment into Mobile Device Management platforms like Jamf or Intune
- App preloading, and configuration profiles
- Logistics and shipping directly to end users or offices

FLO Framework Advantage: Deployment monitoring — FLO tracks deployment success rates, identifies bottlenecks, and ensures devices are operational from day one.

CONFIGURATION:

Set up devices with the right apps, settings, and access controls for each user or role.

How Compucom helps:

- Role-based configuration using Mobile Device Management (MDM) policies
- Integration with identity providers (e.g., Azure AD) for Platform SSO
- Corporate enrollment via Apple Business Manager
- App deployment via the MDM of your choice
- Custom scripting and automation for macOS environments

FLO Framework Advantage: Configuration validation — FLO verifies that policies, apps, and settings are correctly applied, reducing misconfigurations and setup delays.

SECURITY & COMPLIANCE:

Ensure devices meet enterprise security standards and regulatory requirements. We help align Mac deployments with leading compliance frameworks including CIS, NIST, and DISA.

How Compucom helps:

- Enforcing encryption (FileVault), password policies, and VPN access
- Enabling monitoring of compliance through Intune or Jamf
- Endpoint protection and threat detection integration
- Regular audits and reporting for governance and compliance
- Leveraging macOS-native protections like **Gatekeeper** and **Notarization** to prevent malware execution and ensure software integrity. Gatekeeper verifies that apps are from identified developers and checks for notarization — a process where Apple scans software for known malware before allowing it to run.
- Implementing customizable, templated configuration baselines to configure Apple devices to adhere to specific security requirements

FLO Framework Advantage: Real-time compliance insights — our FLO Framework continuously monitors device health, security posture, and policy adherence, alerting IT to risks before they escalate.

SUPPORT:

Provide users with responsive, knowledgeable assistance to keep them productive.

How Compucom helps:

- 24/7 service desk with Apple-certified support specialists
- Onsite and remote support options
- Self-service portals and knowledge bases tailored for Mac users
- Proactive monitoring/issue resolution via the FLO Framework

FLO Framework Advantage: Experience analytics — FLO captures user sentiment, support trends, and device telemetry to identify recurring issues and improve support outcomes.

RETIREMENT:

Securely decommission devices at end-of-life while maximizing asset value.

How Compucom helps:

- Secure data wipe and device de-enrollment
- Certified recycling and buyback programs
- Asset recovery and reporting
- Transition planning for device refresh cycles

FLO Framework Advantage: Smarter Retirement and Refresh Cycles — FLO provides visibility into device age, usage, and performance, helping IT plan timely retirements and refreshes.

NEXT STEPS TO TRANSFORM YOUR DIGITAL WORKPLACE WITH MAC

Mac adoption is now a strategic imperative for companies wanting the most out of their workplace technology. With Compucom's Apple-certified expertise, advanced configuration centers, and FLO Framework, businesses can unlock the full value of Mac in the enterprise.

The future of enterprise IT is here. It's sleek, secure, and seamlessly integrated. It's Mac — with Compucom.

Next Steps:

Quick Wins — Want to learn more?

[Sign up for a workshop, assessment, or no-obligation trial program:](#)

- **Modern Endpoint Workshop:** Schedule a session with our Apple-certified experts to assess your current infrastructure and build a roadmap for modern Mac management.
- **Apple's Fleet Assessment:** Gain insight into your current Mac deployment, identify optimization opportunities, and align with best practices for enterprise scalability.

Long-term Success — Empower your workforce with a smarter Mac experience

- **Leverage Compucom's UEM Solutions:** Streamline device management and enhance security across your Mac fleet.
- **Benefit from our FLO Framework:** Optimize the value and experience of your Mac fleet with Compucom's FLO Framework, designed to support lifecycle management and user productivity.

Transform Your Digital Workplace with Mac + Compucom

Explore our workshops, assessments, and pilot programs to start your Mac journey with Compucom at compucom.com.



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