

Comprehensive support for Apple systems and devices



Apple for Enterprise

The demand for Apple computers and mobile devices is expanding. PC Mall Gov will show you how Apple innovation can increase productivity while dramatically lowering costs. Everyone wins: your workforce gets the systems they prefer, your IT staff has fewer demands, and your overall TCO is lower. Call today to learn more.

Call your PC Mall Gov Account Executive Today to learn more.

1-800-MALL.GOV
pcmallgov.com



With surveys showing that 68% of organizations are willing to allow their employees to choose Mac® systems, Apple® hardware is becoming more and more popular in government agencies. While matching PCs for general office use, Apple systems running Mac OS® X excel in video and graphic environments. They are extremely flexible and can be configured to run software from all providers, yet they offer a lower total cost of ownership than PCs.

Your PC Mall Gov Account Executive stands ready to discuss the procurement, deployment, integration, and ongoing maintenance of the diverse lineup of innovative Apple systems.

Hardware Configuration

Thanks to PC Mall Gov's relationships with Apple and other vendors, we can provide the full line of Macintosh® hardware, including the Mac mini, MacBook®, MacBook Pro, iMac®, Mac Pro, and a host of upgrades and add-ons. As with any other line of products, we can fully configure Apple hardware and apply asset tracking tags so that your deployment is ready for use.

Installation and Configuration

Using such tools as DeployStudio, System Image Utility, JAMF Software's Casper, and Netboot, we provide custom images with auditable install logs to track all additions to the base system, including applications, users, and system configurations. Our Apple systems can be configured to exacting specifications and fully approved by you before the deployment begins.

Directory Integration

Systems running the Mac OS X operating system will work in any directory services environment. Depending on your needs, we can configure systems to work on their own, manage them from a Mac-based server, or bind them to a third party directory service. The options within an Active Directory or Linux/UNIX environment range from simply



More and more agencies have employees who are asking for Apple systems and mobile devices. PC Mall Gov is ready to meet these demands today.



Authorized Reseller

allowing network logins or managing Mac systems with a supplemental Mac OS X Server to extending the Active Directory or OpenLDAP Server to support Mac systems natively. In both cases, PC Mall Gov can enforce MCX policies that are the equivalent of Active Directory Group Policies. These limit what applications can be run and who can log in on which computers, as well as enforcing security policies like passwords and screen saver locks.

Compatibility

Mac OS X systems can run most major applications natively, including Word, Excel, PowerPoint, and Outlook with the latest version of Microsoft Office 2011 for Mac. They also support the Adobe Creative Suite, FileMaker®, and a huge portfolio of open source options. Apple even publishes a number of their own titles, such as iLife®, iWork®, and the Final Cut Studio® media creation suite.

For specialized applications that do not run natively, there are a number of virtualization options from VMware and Parallels. They allow clients to run various versions of Windows and their native applications side-by-side with Mac OS X applications.

PC Mall Gov delivers true Apple innovation

Maintenance

In conjunction with your staff, we can use Apple Remote Desktop™ and Directory Service integration to enforce policies, manage upgrades, and push configuration changes to client workstations. This includes security and password policies, application configurations, and software updates. Clients running Mac OS X Server can take advantage of the software update service to more readily apply updates and control which ones are available to their users.

Managed Services

We can deploy Apple Certified staff on-site at your location to supplement your IT staff. All of these Managed Services staff members have earned their Apple Certified Support Professional (ACSP) and Apple Certified Technical Coordinator (ACTC) certifications. ACSP ensures competence in client support while ACTC does the same for server support.

At least 25% of the Tier 1 support staff at our 24/7/365 U.S.-based help desk have earned their ACSP, and many of them have their ACTC. The Tier 2 and 3 support is made up of Apple Certified System Administrators (ACSAs) who have earned the highest level of Apple Technical Certification, and many are also Xsan® Certified Administrators.

PC Mall Gov can supplement Apple's AppleCare® extended warranty to provide faster turnarounds on questions and software issues while still taking advantage of hardware repairs in the agreement.

Retirement

As with other types of systems, PC Mall Gov can assist with rotating down aging equipment to less demanding tasks and their eventual sale, donation, or recycling. We apply our standard data security policies to Apple systems, including stringent NSA and DoD standards for hard drive erasure.

Xsan

Xsan is Apple's high-performance storage and file sharing technology geared towards video and audio production. This package can also be used for large, shared storage accessibility by any network client. PC Mall Gov offers the full Xsan package of hardware, software, setup, and support. And we have multiple Apple Certified Xsan Administrators on staff,



PC Mall Gov is ready to support your agency's decision to use Apple products. We can provide the hardware and software, and even manage its installation, configuration and deployment.

including Robert Kite, Ph.D., the author of "Xsan 2 Administration."

iOS

Apple's iOS devices—iPhone®, iPod®, and iPad®—are among the fastest-selling devices in the industry, and IT departments need assistance in managing them. They can be configured and deployed with many of the same options as full-fledged computers, and PC Mall Gov can enforce your policies on these devices and provide users with applications.

Training

With Apple Certified Trainers on staff, we deliver technical training, certification tests, and a range of classes, from an introduction to Mac OS X to advanced directory services, deployment, and security topics.

Your Partner for Apple Solutions

Call your PC Mall Gov Account Manager to discuss the wide range of Apple products and how we can help you easily integrate them into your organization.

Unbeatable Credentials

Apple Corporate Reseller

- ▶ Apple Certified Product Professional
- ▶ Apple Certified Support Professional
- ▶ Apple Certified Technical Coordinator
- ▶ Apple Certified Specialist – Directory Services
- ▶ Apple Certified Specialist – Deployment
- ▶ Apple Certified Specialist – Security & Mobility
- ▶ Apple Certified System Administrator
- ▶ Apple Certified Xsan Administrator
- ▶ Apple Certified Trainer