

# sync:ed

## Higher Education Buyers Guide

November 1st, 2021 | Version 1.0



National Framework Agreement for Products Using Apple Native Operating Systems, Associated Accessories and Services (ITS6004 HW)

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Web: [wearesync.co.uk/higher-education](http://wearesync.co.uk/higher-education)



Authorised  
Education Specialist



## Framework Overview

The Apple HE framework is the destination for the supply, consultancy, and support of all things Apple - including peripherals and Apple software.

Through this framework, Higher Education institutions obtain quotations from trusted suppliers across a complete range of Apple product. Orders via the framework benefit from free standard delivery - whilst also ensuring value for money.

Appointed to the framework on November 1st, 2021, Sync are able provide a range of Apple Solutions to members institutions, and their staff and students.

This includes: Mac, iPad, iPhone, charging carts, docking stations, accessories, cables, software, support and training services, finance, and additional warranty and insurance cover.

We are also able to offer ongoing maintenance services and other relevant services including asset tagging, Mobile Device Management, training and support.

## Why choose Sync?

The Apple HE framework is the destination for the supply, consultancy, and support of all things Apple - including peripherals and Apple software.

### • Highly Accredited Apple Specialists

Sync are able to support the entire lifecycle for institution's Apple estate, from advice and guidance, through to procurement and logistics, deployment and configuration, ongoing support and training, and repair and recycling.

### • Warranty Uplift Included as Standard

We are providing all institutions with a zero-cost warranty uplift when buying Mac and iPad. This takes iPad warranty to 4-years, and Mac warranty to 5-years as standard.

### • Enhanced Visibility on Configure to Order (CTO)

Sync are able to provide enhanced visibility for Mac devices that have been configured to order by your institution - giving greater insight in to tracking their Estimated Time of Arrival (ETA).

## Apple Specialists

Sync are an Apple specialist, supporting Educational Institutions, Businesses, Public Sector bodies, and consumers for almost 30-years.

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

## Apple Authorised Reseller

As an Apple Authorised Reseller, Sync are able to sell the entire range of Apple products to consumers, (including teachers and students), as well as businesses, and Public Sector bodies.

## Apple Authorised Education Specialist

Apple's AAES status is a Tier 1 accreditation, allowing Sync to sell education-focussed Apple solutions, providing full, wrap-around solutions - including finance, MDM, accessories and more. This programme also allows Sync to provide organisations with access to Apple's Device Enrolment programme, using our DEP ID: 2688490.

## Apple Authorised Service Provider

As an accredited service provider, Sync can carry out warranty and non-warranty Apple repairs on behalf of Apple. This includes AppleCare+ repairs.

## Apple Authorised Training Provider

Through the Apple training provider programme, Sync are able to provide Apple and LearnQuest's official Apple training courses, including but not limited to: macOS Support Essentials, Apple Deployment Essentials, Logic Pro, and Final Cut.

## Apple Consultants Network

As a member of the Apple Consultants Network, Sync works closely with Apple Retail Stores to provide extended services to organisations that are looking to further integrate Apple technology in to their technical environment.

## Jamf Gold Reseller

Sync works closely with Jamf across their entire product set, including Jamf Pro, Jamf School, and Jamf Protect. As a Gold Reseller, Sync can help customers to unlock enhanced pricing, support, and training for new and existing deployments.



Authorised  
Reseller

Authorised  
Education Specialist

Authorised  
Service Provider

Authorised  
Training Provider

Consultants  
Network



Gold  
RESELLER

We offer a range of ways to procure Apple through the HE agreement.



### Talk to a Specialist

Get in touch to chat by email, phone, video chat, or arrange a meeting at your campus.

[LEARN MORE](#)



### Shop & Order Online

Log in or sign up to access education pricing for your institution.

[LEARN MORE](#)



### eProcurement Options

Speak to our team about your eProcurement integration requirements.

[GET IN TOUCH](#)



### Apple Trade-in

Upgrade your tech for less, with our Apple trade-in programme.

[LEARN MORE](#)



### Student & Teacher Store

Discover our Student and Teacher store to shop and save on the latest Apple tech.

[LEARN MORE](#)



### Finance & Subscription

We've teamed up with Apple Financial Services to deliver a low-cost subscription model.

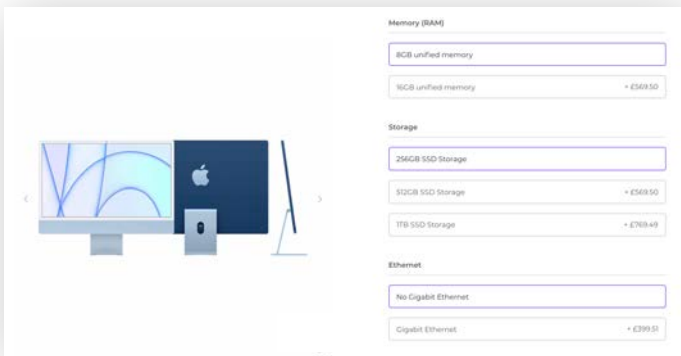
[LEARN MORE](#)

## Getting Started

In order to shop online with us, you will need to sign up for an online account. Simply head to our [account sign up page](#), and complete the short online web form - ensuring that you select the 'Apple HE Framework' account type.

## Account Activation

Once you have applied, we will verify your information, and approve your request. You will then receive an email with you new login credentials, along with the details of how to activate your account. Once activated, you will be able to shop and order online with us, using our approved Apple HE agreement pricing.



## Apply

Please fill in the application and we'll be in touch soon with more details

Full name \*

Company / Organisation \*

Email \*

Phone \*

Type of account(s) required \*

Business  Education  Government

Apple HE Framework

## Mac Configurator

Our online ordering portal includes a full Mac configurator as standard, allowing you to configure your devices online, and see real-time pricing for all product variations across Apple's full Mac product list.

Through direct integration in to distribution, we can also show you stock availability on a per-variation basis.

## Placing an Order

Once you have added all necessary products to your basket, you can checkout onsite using a Purchase Order number / reference.

On acceptance of your order, we will provide you with instant confirmation, and a full order summary. Tracking details will then follow on dispatch, providing you with end-to-end visibility of your order.

Pay on account  
Get your products now and pay later. We'll send you an invoice.

PO Number / Reference \*

PO-5712857

I have read and accept the [sales, delivery and returns t&cs](#) \*

PLACE ORDER

## Getting Started

Sync host a Student & Teacher store, that provides education discount across Apple's full range of products.

To access the Student and Teacher Store, you simply need to visit: [wearesync.co.uk/education-store](https://wearesync.co.uk/education-store)

No sign up or login is required to browse the store, or to build a basket. We only require students or teachers to create an account if they wish to purchase their basket of goods.

## Creating an Account

Once they have added their products to their bag, they simply need to navigate to the bag icon, and choose 'checkout'. This will trigger the account creation process.

## Payment Options

We are able to offer a number of consumer payment options, including debit and credit card, and payment by consumer finance, through Klarna's Pay-in-3, and 'Pay Later in 30-days' services. Full detail provided during checkout.

**Klarna.** Available

 **FREE DELIVERY** ✨

**sync<sup>3</sup>** 3-year Guarantee



### iPad Pro

From ~~£769.00~~ £730.55

SELECT



### iPad

From ~~£319.00~~ £303.05

SELECT



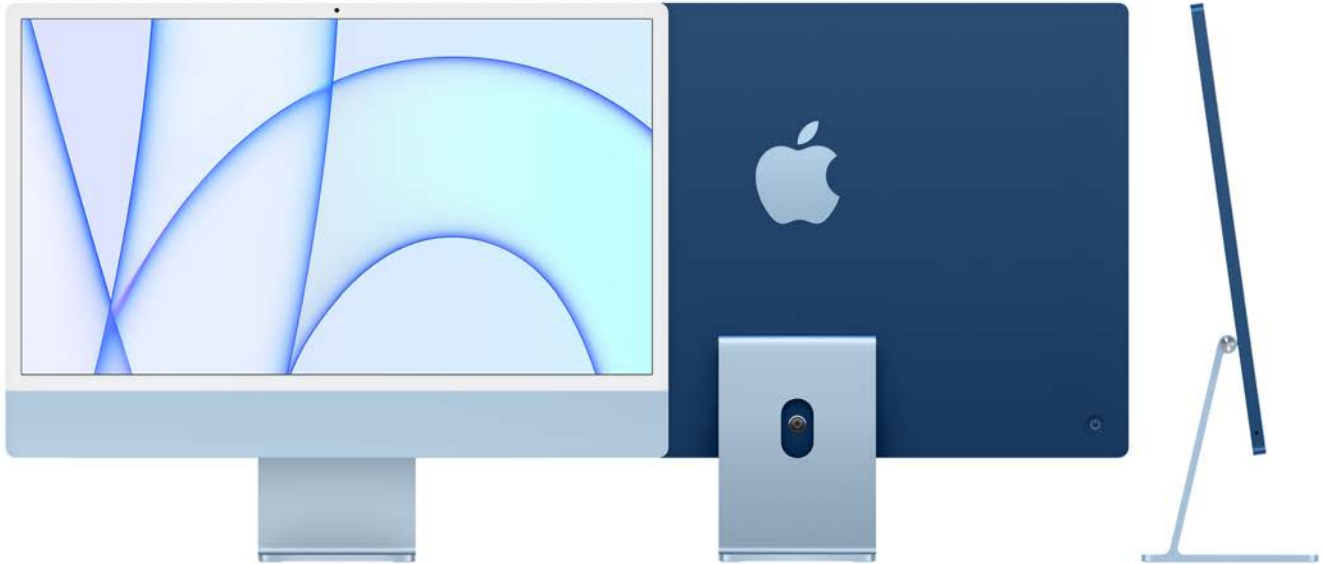
### iPad mini

From ~~£479.00~~ £464.63

SELECT







## Apple Repairs

No one expects their device to fail but if it does, it always seems to happen at the worst time. As an Apple Authorised Service Provider, we have a large team of Apple experts that can get you back up and running again.

As we're authorised by Apple, we can carry out both in-warranty (Apple warranty, AppleCare, and AppleCare+), and non-warranty repairs in-house.

Through our National Collect and Repair service, Institutions can book a collection slot with us for their repair. We will then arrange for a courier to deliver a specially designed, re-usable tote, which has been created in order to keep your device safe in transit.

To speak to our repair team about an issue, or to log a repair with us, simply get in touch...

Web: <https://www.wearesync.co.uk/about-repairs/>

Email: [workshop@wearesync.co.uk](mailto:workshop@wearesync.co.uk)

Phone: 0161 605 3838

## Issues with your order

We take the upmost care in processing and delivering your order. Should an issue occur with your order however, we have dedicated teams in place to resolve the issue quickly and efficiently.

### • Defective On Arrival (DOA)

Sync provide member institutions with a 30-day DOA reporting period. To report a device as DOA, simply notify us via [he@wearesync.co.uk](mailto:he@wearesync.co.uk), providing your order number and the device's serial number.

### • Invoicing and Accounts Support

Our team of administrators and finance specialists are on hand to help with any accounts support issues you may have - including obtaining up to date statements. Simply message us at [accounts@wearesync.co.uk](mailto:accounts@wearesync.co.uk) with your query.

### • Support with Apple Device Enrolment (DEP)

As an Apple Authorised Education Specialist, we can enrol your devices in to DEP (ID: 2688490). If, for any reason, you notice an issue with an enrolment, you can contact us via [he@wearesync.co.uk](mailto:he@wearesync.co.uk)



## Evaluation Product Bank

Sync operates a large scale Apple hardware bank, with devices available for demonstration and evaluation purposes as required.

At any one time, this can include 500+ current-generation Apple branded items spanning 130+ Apple individual products / product variants, all of which are available to loan for evaluation purposes.

This includes iMac, Mac mini, MacBook Pro, MacBook Air, iPad, iPad mini, iPad Air, iPad Pro, iPhone, Apple TV, and accessories.

Devices are checked prior to loan, and when returning from loan. This includes:

- Logging the serial number of the device
- Ensuring that the machine boots, and functions correctly
- Ensuring that the Machine is running a patch supported OS
- Ensuring that the machine has been data-wiped
- Ensuring that cosmetic marks and damages have been recorded

## Product Rental

Looking to rent Apple devices for a fixed project, term, or requirement? We are able to provide rental services across a huge range of Apple products and specifications.

Rental fees are issued on a 30-day period, and the cost of rental is based on the current value of the opened device, divided by twelve. Rental for an iPad Air with Wifi and 64GB storage for example would be £29.86 exVAT.

Should the rental equipment become lost or damaged during the course of the rental period, the customer is liable to pay the cost of the unit.

Where the device is lost, the customer will be liable for a fixed cost fee for the unit (monthly rental cost x 12), in addition to the rental fees paid to that point.

Where the device becomes damaged, the customer should make no attempt to repair the device, but instead submit it to either Sync or Apple for repair - the customer will be liable for the cost of this repair.



Get the support you need,  
when you need it.



## Quotations & Enquiries

Request a quotation or submit an enquiry simply with our dedicated HE team

Phone: 0330 159 5904  
Email: [he@wearesync.co.uk](mailto:he@wearesync.co.uk)



## Lead Contact

Speak to our Lead Contact for this agreement to obtain quotations, support, and to escalate any issues

Liam Cashmore | 0161 605 3813  
[liam.cashmore@wearesync.co.uk](mailto:liam.cashmore@wearesync.co.uk)



## Agreement Manager

Escalate any issues directly with our Agreement Manager for the Apple HE framework, for swift response.

Chris Costello | 07771 848402  
[Chris.costello@wearesync.co.uk](mailto:Chris.costello@wearesync.co.uk)



## Technical Support

Log technical issues directly with our support team - with direct escalation to our Support Lead, Aaron Howarth.

Aaron Howarth | 0330 159 5909  
[he-support@wearesync.co.uk](mailto:he-support@wearesync.co.uk)



## Finance & Invoicing

Direct contact in to our finance and accounts team - direct escalation to our Accounts Lead, Sandra Winnup.

Sandra Winnup | 0161 605 3838  
[accounts@wearesync.co.uk](mailto:accounts@wearesync.co.uk)

# Speak to an Expert

CONTACT TO OUR TEAM OF EXPERIENCED  
EDUCATION CONSULTANTS TODAY



Our team of Education Consultants work with Institutions across the UK to create tailored Apple solutions encompassing the financial, curriculum and technical elements of each project.

Get in touch to chat by email, phone, video chat, or arrange a meeting.

**Contact us by phone:**  
0330 159 5904

**Get in touch by email:**  
[he@wearesync.co.uk](mailto:he@wearesync.co.uk)

**Contact us online:**  
[wearesync.co.uk/higher-education](http://wearesync.co.uk/higher-education)

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Sync is a trading name of GBM Digital Technologies Ltd