

Higher Education Buyers Guide

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Apple Equipment and Associated Services Framework
Agreement. (ITS3028 NW)

Phone: 0330 159 5904

Email: he@wearesync.co.uk

Web: wearesync.co.uk/higher-education

sync



Premium
Education Partner



Framework Overview

The Apple HE framework provides hardware, consultancy, and support for all Apple products, including peripherals and software.

Through this framework, Higher Education institutions can obtain quotations from trusted suppliers across a wide range of Apple products.

Sync provides a range of Apple Solutions to institutions, and their staff and students.

In addition to supplying Apple technology and peripherals, through the framework Sync are able to offer value added services such as software, support and training, finance, and additional extended warranty and insurance cover.

Further options available include Apple Authorised Repairs, maintenance and other relevant services such as asset tagging, Mobile Device Management, and more.

Why Universities Choose Sync...

Highly Accredited Apple Specialists

Sync are the UK's most accredited Apple specialist with a laser sharp focus on ensuring your investments in Apple technology have a lasting impact in your teaching and research environments.

We are able to support the entire lifecycle of your Apple estate, from advice and guidance, including procurement and logistics, deployment and configuration, ongoing support and training, and repair and recycling.

As a trusted Apple partner, we focus on the 'why' of any given project to ensure that your investment in edtech has real impact on your learning environments.

Our Values

- We will always take a Consultancy-First Approach
- We value Long-term relationships
- We will never sell you something you don't want or need.

Why Sync?

Having an experienced partner is key to a successful and long-lasting strategy. Sync has been supporting Businesses, Public Sector bodies and schools for over 30 years.

Sync supports universities across the UK in the adoption, deployment, and ongoing use of technology within their organisations.

What we do

We are proud to be Apple, Microsoft, and Google accredited, as well as working with a range of other vendors to help Universities to introduce the latest Apple technology into their working practice, integrating with current systems (including Microsoft and Google), guiding CPD and training strategies, and supporting technology services.

We offer a full range of technology lifecycle management options ranging from single upfront payment (SUP) models to subscription solutions with full asset management capabilities.

Alongside our recycling scheme, we ensure that older devices are not wasted and that your digital estate remains up-to-date with technology.

We offer a holistic approach to device integration, covering the entire lifecycle of your Apple estate, from consultancy and procurement, to configuration, support, and repair.

What makes us different?

Sustainability is at the heart of everything we do. This has been broken down into three core elements:

- Sustainable Environmental Impact
- Sustainable Finances
- Sustainable Partnerships



Sustainable Environmental Impact

- With our ISO 14001 accredited environmental management system to hand, we are committed to ensuring our environmental impact is sustainable, efficient and continuously improving, ensuring we work with customers across the UK to carbon-offset our Apple deployments and to keep pollution to a minimum.
- Apple's environmental commitment is sector-leading. Partnering with Sync means making responsible choices when incorporating technology throughout your institution.
- Sync operates under an environmental management system, which is actively monitored with the commitment to reduce our carbon footprint, use of scope 1, 2 and 3 emissions, and waste. We are also compliant with the Government's Streamlined Energy and Carbon Reporting (SECR) programme.
- Sync supports customers to offset the carbon generated over the lifetime of an entire device lifecycle for customers (from manufacture and shipping, to use and end of life/recycling).
- Find out more about our [Carbon Reduction Plan](#) and our commitment to achieving Net Zero.

'To truly deliver a project of this scope, you need world class partners.'

Aaron Saxton, Director of Disruptive Learning, UA92

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Sustainable Finances

Responsible procurement is crucial for decision-makers, as it influences how teams deploy technology within their institutions.

We focus on delivering customer-centric solutions via a consultancy-lead approach, helping our clients get the most out of their tech and ensuring that they keep moving forward with us.

- Lower your Total Cost of Ownership
- Smart Investment. Apple products provide peerless value for their entire lifecycle. Not only is hardware reliable and durable but the support costs are significantly lower than alternatives.
- Outstanding Lifecycle Management and Flexible Finance options.
- Sync works directly with Apple Financial Services to provide simple, cost-effective and flexible solutions to meet your institution's needs,

particularly as Market-Leading residual values lead to significantly lower leasing costs.

- Through our open-box programme, we ensure every product undergoes a rigorous certification process by our technicians to ensure they are suitable for the needs of all end users.

Sustainable Partnerships

- We are trusted advisors with a mission to transform HE pedagogy and Research through Apple Technology
- We will always take a Consultancy-First Approach
- We value Long-term relationships
- We will never sell you something you don't want or need

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.

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Shop & Order Online

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

[LEARN MORE](#)



Finance & Subscription

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

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Apple Trade-in

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

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Student & Teacher Store

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

[LEARN MORE](#)



eProcurement Options

Speak to our team about your eProcurement integration requirements.

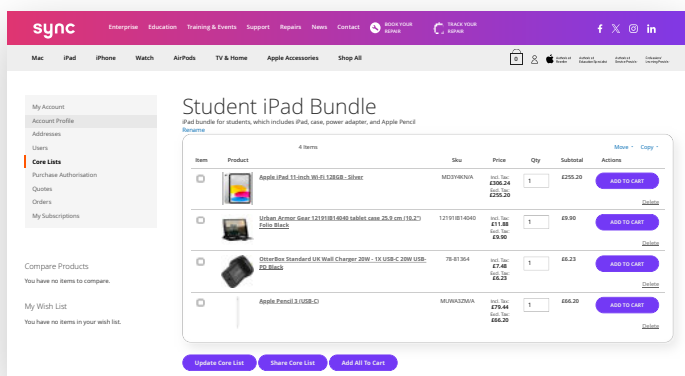
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Getting Started

In order to provide users with the best possible experience when selecting Apple products, the portal has a number of content functions available, including:

- Enhanced product specification pages
- Product comparison tools
- Pulling live product data directly from Apple, providing detailed content and specifications that help users make informed purchasing decision

Ordering and procurement are streamlined with built-in punch-out capability, allowing seamless integration with procurement systems. Users can raise quotations and place orders directly within the portal, while purchase authorisation tools enable approval requests to be managed efficiently. The “Core Lists” feature also allows product bundles to be created, making repeat or standardised orders much simpler to manage. Once orders are placed, delivery tracking is available online to give customers full visibility over their shipments.



Raising Quotes

Once you have added all necessary products to your basket, you can checkout onsite using a Purchase Order number / reference. Alternatively, you can request a quote which will generate a printable document with a cost breakdown.

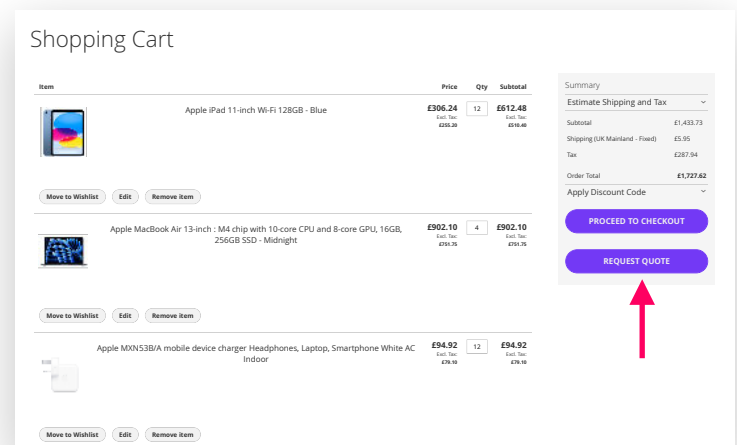
On acceptance of your order, we will provide you with instant confirmation, and a full order summary. Tracking details will then follow on dispatch, providing you with end-to-end visibility of your order.

List and Bundle Builder

When you shop online with us, you gain access to tailored bundles, configure-to-order options, and promotional campaigns aligned to academic cycles.

Enhanced Visibility on Configure to Order

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).





Financing in Higher Education

Adopting a finance model can reduce the cost of deploying Apple in your institution even further. Whether you're looking to renew one of your Mac suites, provide members of staff with a new MacBook Pro, or provide all students with an iPad, we can help you find the right finance model for your University.

Single Upfront Payment (SUP)

Save a further 13.5% using Single Upfront Payment*

Leveraging finance options with Sync can help your institution unlock savings and keep your devices on a refresh cycle.

Technology Lifecycle Management (TLM) & Trade-In:

Through our direct relationship with Apple, we provide proactive advice on product developments and lifecycle planning, ensuring your Apple estate remains current and optimised. We can support full TLM programmes, including flexible leasing options and advanced asset management capabilities that align costs with usage and provide predictable refresh cycles. In addition, we offer trade-in and recycling services to maximise the residual value of outgoing devices, reduce total cost of ownership, and ensure assets are managed responsibly in line with your sustainability commitments.

*Pricing correct as of September 2025

Apple repairs from the Apple Experts

The Sync Repair Service Centre is committed to providing efficient and transparent repair services for Apple devices. As an Apple Authorised Service Provider, our expert team has experience repairing all Apple devices including iPhone, iPad, Mac, and Apple Watch.

Sync is able to 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 repairs. We will 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.

Express Service

The Express Service Replacement is an expedited repair program created by Sync for Educational institutes looking for a streamlined repair service.

This premium service allows devices to be replaced and shipped out the next working day, reducing downtime and operational disruption. By opting into this programme, customers reduce the need to maintain additional pool stock and mitigate the risks associated with not having immediate access to replacement devices while repairs are underway. The standard turnaround time for this service is 1-working day (subject to stock availability).

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

Phone: 0161 605 3838

Helping you 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, 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 with your query.

• Support with your Apple Device Enrolment

As an Apple Premium Education Partner, we can enrol your devices in to ADE (ID: 2688490). If, for any reason, you notice an issue with an enrolment, you can contact us via he@wearesync.co.uk.



Apple Specialists

Making your devices work for you is our priority. We provide end to end support for institutions, with everything from procurement, deployment, professional learning, technical support and beyond.

Our team of specialists work to provide compatible solutions that integrate seamlessly with existing systems. We hold accreditations with Microsoft, Adobe, and Jamf, meaning that our team are best placed to personalise your solution that will benefit end users.

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 Premium Education Partner

Apple's APEP 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.

As an APEP, Sync delivers benefits to Higher and Further Education institutions that go significantly beyond those available through non-Education Specialist Apple Resellers. Our APEP accreditation is a guarantee of Sync's specialist capability, sector-specific experience, and direct relationship with Apple.

Apple Business Partner

As an Apple Business Partner, 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 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 Premium Technical Partner

As an Apple Premium Technical Partner, 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.

Apple Professional Learning Provider

As an Apple Professional Learning Specialist, Sync provides tailored training for staff to support the effective adoption of Apple technology. Training can be customised to different user groups and levels of experience, helping staff integrate Apple devices into their workflows in ways that enhance teaching, research, and administrative efficiency.



Business
Partner

Premium
Education Partner

Premium
Technical Partner

Authorised
Service Provider

Professional
Learning Provider

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



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



Customer Support

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

Hannah Clutterbuck
he@wearesync.co.uk



Professional Services

Specialist contact for applications, tools and deployment including device management solutions

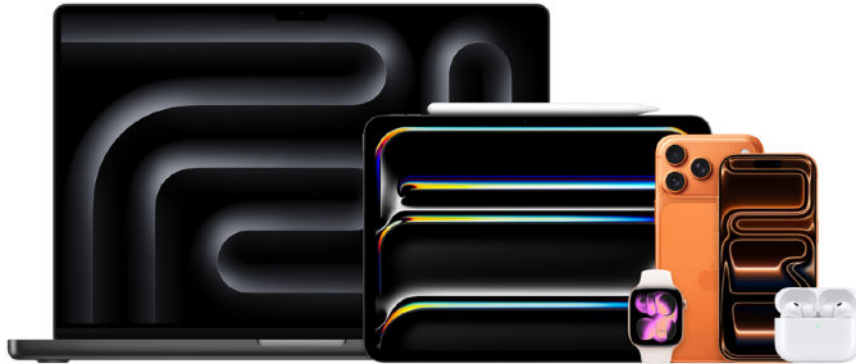
Peter Johnson | 0161 605 3838
solutions@wearesync.co.uk



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



ISO 9001 - Quality Management

This certification provides customers reassurance that a business has established a Quality Management System based on the seven quality management principles of ISO 9001, which include: Customer Focus, Leadership Importance of Top Management, Engagement of People, The Process Approach, Improvement, Evidence-based Decision Making and Relationship Management.

ISO 14001 - Environmental Management

An internationally agreed standard that sets out the requirements for an environmental management system. It helps organisations improve their environmental performance through more efficient use of resources and reduction of waste, gaining a competitive advantage and the trust of stakeholders.

ISO 27001 - Security Management (formally known as ISO/IEC 27001:2005)

A specification for an information security management system (ISMS). An ISMS is a framework of policies and procedures that includes all legal, physical and technical controls involved in an organisation's information risk management process.

Cyber Essentials Plus

Cyber Essentials Plus is a cyber security scheme, backed by the National Cyber Security Centre (NCSC). Through Cyber Essentials, organisations can gain certification for their cyber security practices.

Jamf Elite Partner

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.

Armed Forces Covenant

Having this accreditation shows that we acknowledge the struggles that ex-military may face after leaving the armed forces, and we make extra effort to ensure they receive fair treatment and support when adjusting back to civilian life.

Disability Confident

Being disability confident means that our business is committed to being more inclusive, ensuring that we make the workplace more accessible, and actively recruit and support existing disabled staff with the intentions of retaining them.



Cert No. 21357

Speak to an Expert

Contact our team of experienced
Education Consultants today



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

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Web: wearesync.co.uk/higher-education

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