




# AppleCare OS Support

Get the IT department-level support you need when deploying macOS, iOS or iPadOS in your organization.



	 <b>Select</b>	 <b>Preferred</b>	 <b>Alliance</b>
Coverage location	1	Multiple	Multiple
Technical Contacts	2	12	Unlimited
Helpdesk Level Incidents	Unlimited	Unlimited	Unlimited
Enterprise Level Incidents	10	50	Unlimited
Customer Success Manager Services	-	Quarterly Reviews and Escalations	Dedicated CSM: Monthly Reviews and Escalations
Technical Onsite	-	-	2 day Technical Onsite

## Key benefits

- AppleCare Helpdesk Support plan included
- Complex IT Support situations and integration issues support
- Engineer to engineer level support with issue isolation, analysis and diagnosis
- Cooperative support agreements with major ecosystem partners (MDM, Networking, Mail/Calendar)
- Streamlined process for activation lock removal
- Ability to submit enhancement requests and receive updates

## Common Incident Scenarios

<ul style="list-style-type: none"> <li>• Software update issues</li> <li>• Networking issues (802.1x, EPTLS)</li> <li>• Device Management (3rd party MDM)</li> </ul>	<ul style="list-style-type: none"> <li>• Integration with Directory Services (Kerberos SSO, AD, Okta, Jamf Connect)</li> <li>• Access to submit AppleSeed for IT priority feedback (ability to champion deployment blockers)</li> </ul>
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