AppleCare for Enterprise—Features in Depth

	Overview	How it works	Discovery Questions	Positioning
Additional device repair or replacement	Customers have two options to repair or replace devices for any reason, including accidental damage: **Service Pool**: Get up to 5 percent of iPhone or iPad devices replaced or up to 2 percent of Mac computers repaired. **Service Pool+**: Get up to 10 percent of iPhone or iPad devices replaced or up to 4 percent of Mac computers repaired.	Apple repairs or replaces devices as soon as the next business day. This service is essential for customers who don't have a device repair or replacement process or who need to offset accidental damage costs. Authorized contacts request Mac repairs or like-for-like iPhone and iPad replacements. Devices that are lost or stolen are not covered.	"What is your device replacement process?" "How do you plan to offset the cost of accidental damage?"	"Depending on your hardware service needs, you can repair up to 4 percent of Mac computers. And you can replace up to 10 percent of iPhone and iPad devices for any reason, including accidental damage, at no additional cost."
24/7 **Support for end users**	Employees get unlimited 24/7 technical support over the phone with Apple hardware, Apple-branded software, and personal accounts or settings. Having direct access to business and education AppleCare Advisors helps reduce the load on the customer's internal help desks, especially if they're unfamiliar with macOS, iOS, or iPadOS.	When employees call Apple Support, they provide their agreement or PIN number. They get technical support for Apple hardware and operating systems; Apple apps such as Keynote, Pages, and Numbers; and personal accounts or settings. They also can get help with repair triage and setup.	"How do you plan to provide support for your end users using Apple devices, particularly when they are outside the office?" "Do you have an internal help desk that is familiar with macOS, iOS, or iPadOS troubleshooting?" "How are your end users going to get help with "how-to" questions about using the devices or Apple-branded apps?"	"Employees get 24/7 technical support via phone for Apple hardware and software troubleshooting—reducing workload on your help desk."
Global onsite hardware service	Where available, Apple Authorized Service Providers, using only genuine Apple parts, provide onsite hardware service within the next business day—helping reduce downtime. Onsite hardware service coverage is available for 2, 3, or 4 years from the hardware purchase date.	Customers visit the AppleCare for Enterprise Service website to determine availability. Eligible equipment must be located in a covered zip or postal code. If Apple determines service is required before 2:00 p.m. local time on a business day, service happens the next business day. Additional zip or postal codes might be eligible for second-business-day onsite hardware service.	"What is your repair strategy for both centralized and remote employees?" "What's your strategy to help minimize employee downtime during repairs and streamline service resources?" "Do you have a need for a consistent global repair process?"	"With onsite hardware service, your covered devices can be serviced at your location. And you can usually arrange onsite hardware service for the following business day if it's available in your area."
IT department-level coverage	Customers have options for how IT departments get support—providing scalability and flexibility. Customers get one enterprise-level incident per year. If customers need additional enterprise-level support, they can purchase AppleCare OS Support in addition to AppleCare for Enterprise.	Assigned contacts have direct access to AppleCare support engineers, with 24/7, one-hour response times for high-priority issues. Cases are submitted via the Apple Enterprise Portal or Enterprise phone support.	"What is your team's level of experience troubleshooting macOS, iOS, iPadOS and cross-platform integration and migration issues?" "How does your IT Department plan on getting support from Apple?" "How critical is network or server uptime to your business?"	"Your IT staff gets one enterprise-level incident per year automatically. But if your staff needs more support, you can get AppleCare OS Support in addition to AppleCare for Enterprise."