

Remote Apple Product Helpdesk

Let's just go ahead and say it: Mac people can be slightly fanatical.

And when it comes to Millennials, who often prefer Macs and don't remember the days when these were solely the fringe domain of hippie artists, a potential employer's inability to support Apple products puts it at a true hiring disadvantage.

Everise PX gives firms of all sizes the ability to economically support many Apple products, through our remote helpdesk solution.

Jamf certified and available 24x7, we offer the kind of intensive, always available support most assume is out of reach for all but the largest organizations.

Read on to learn how Everise PX can elevate your company's Apple product experience and make employees happier, while making you more competitive in the hiring marketplace.



Monthly Managed Services

- Jamf Pro management
- Software testing and validation
- Apple DEP and VPP integration
- Sophos Endpoint protection
- Reporting and analytics
- 24x7 chat and phone support
- Community relations management
- Custom knowledge base content
- Procurement and repair facilitation
- Internal social media monitoring and support



How We Do it

Apple products are famously innovative and so it should come as no surprise they tend to drive innovation within the enterprise.

We use Macs to operate our own cross-platform environment, and understand the benefits, *and the risks*, of incorporating the OS still often marginalized by enterprise-class geeks world wide.

We help you preserve the Apple user experience and culture -- together with the innovation they drive -- without compromising on either quality or regulatory requirements.

Training Matters

Empathy and technical acumen are good, but only part of the product support equation. The difference between good and great support is an understanding of the technical nuances of a connected device and its evolving versions. That's at the core of a complete solution and is what Everise PX constantly strives to achieve.

This requires staff that are smart, flexible, innovative and well-prepared to effectively troubleshoot and truly resolve problems. We're here to provide an advanced technical support experience that goes beyond the basics and ensures thorough and considerate solutions for all customers.

Apple in the Enterprise

Everise PX is run on Macs, giving us just the right perspective to manage Apple products for our customers' employees.

Hardware Lifecycle Management

No more hardware headaches. We provide end-to-end facilitation of procurement, physical deployment, repair, and retirement of your company's Apple hardware assets.

Self-Service and Live Support

In addition to the phone and chat support you expect, we also offer engaging community management and a variety of self-service options that guide your users in an efficient and affirming manner.

Knowledge Management

We put support at your fingertips. From products to process to pro-tips, we empower your users by authoring, curating, and maintaining the knowledge content most relevant to them.

Platform Engineering

We automate the repetitive tasks that sap your employee productivity. Leverage our engineering capabilities to advance your software inventory management, reporting and compliance capabilities, and more.

CONTACT US TO LEARN MORE

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