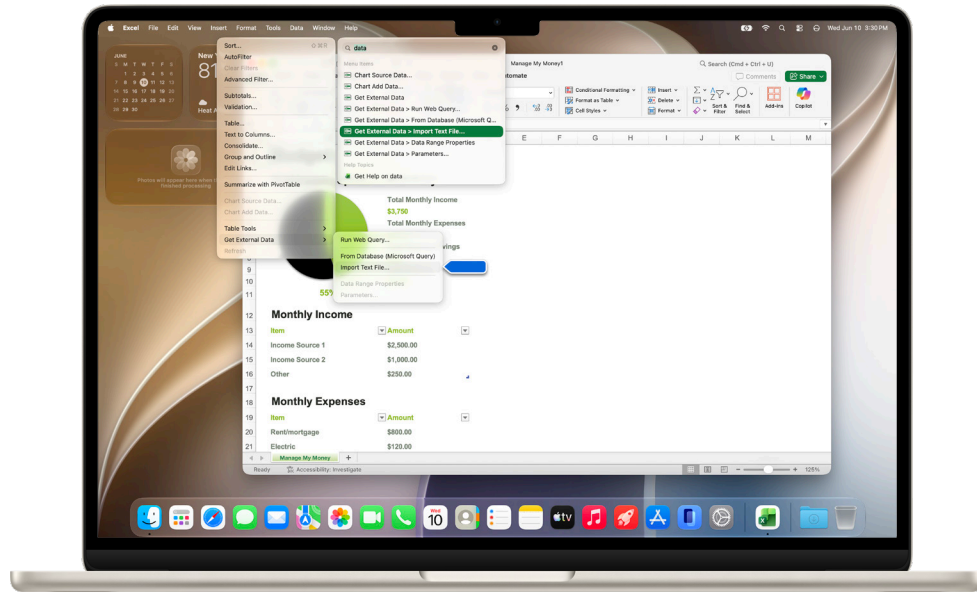




Mac as a Choice

Secure by design. Productive by nature.



Strategic Readiness Assessment

At HCS Technology Group, we understand that creating a technology-rich environment is about more than the devices. It's about infrastructure, management systems, workflow solutions, and the people who use them every day.

This engagement provides a clear, structured path to assess, deploy, and manage Apple technology at scale. Whether your team is just getting started with Mac or looking to optimize an existing deployment, HCS brings over 35 years of Apple expertise to every phase.

Apple Expertise, Built Around Your Needs

- Apple best practices applied to your specific environment and workflows.
- Hands-on coaching that builds your team's internal capability and confidence.
- Streamlined device management that frees IT staff to focus on strategic priorities.
- End-to-end support. From enrollment and deployment through daily operations.
- A collaborative approach that keeps your team in control at every step.

HCS Technology Group Can Help You Plan

HCS Technology Group can assist you in deploying and managing Apple technology by:

- Combining years of expertise and industry experience
- Using Apple best practices and providing personalized coaching
- Helping your staff become self-reliant supporting and expanding its use of Apple technology
- Providing efficiencies that help you immediately take advantage of your investment in Apple technology

Persona Mapping

- Identify distinct user groups
- Map user & group [KM1] needs, behaviors, and pain points to inform solution design and enhancements
- Align modernization efforts with real-world usage patterns and expectations
- Enable targeted communication, onboarding, and support strategies for each persona
- Reduce adoption friction by proactively addressing user-specific challenges
- Ensure the updated technology delivers measurable value and improved user experience

Effectively identify and reduce friction is critical to ensuring a smooth transition, faster adoption, and successful modernization.

- Process misalignment between old methods of working and new system requirements
- Training gaps
- Data migration and integration challenges
- Performance or usability issues



Mac as a Choice



Strategic Implementation Phases Built Around Your Environment

Each phase builds on the last, ensuring your team gains confidence and self-sufficiency as the program matures.

- ✓ **Apple Program Readiness**
Confirm enrollment, access, and domain verification in Apple Business. Identify any additional requirements for a successful deployment.
- ✓ **Persona Mapping & Application Gap Analysis**
Map distinct user groups and assess workflows, infrastructure, identity management, security posture, and AI initiatives. Deliver a written plan with recommended solutions and defined roles and responsibilities.
- ✓ **Device Management Health Check**
In-depth review of your existing Jamf Pro servers, with documented findings and prioritized, actionable recommendations.
- ✓ **Deploy & Manage**
Configure content caching, provisioning workflows, and automated device enrollment. Set up Apps & Books, patch management, and produce full deployment documentation.
- ✓ **Support**
Dedicated support with a four-hour response guarantee. Remote-first, with optional on-site dispatch.
- ✓ **Training**
Role-based sessions covering macOS fundamentals, Apple device support, deployment and management, and Jamf workflows. Designed for both end users and IT staff.

Benefits of Offering Mac as a Choice

Not only allowing but embracing Mac as a choice in your environment can provide numerous benefits, including:

- Lower overall cost & ROI
- Security by design
- User Experience
- Improved Productivity

Coaching & Mentoring

The project includes informal coaching for your team throughout the engagement, as well as an option for Apple Certified Training to prepare for Apple Certification Exams to obtain certification.

Ready to get started?

Contact us today to schedule your consultation at info@hconline.com or 866-518-9672.