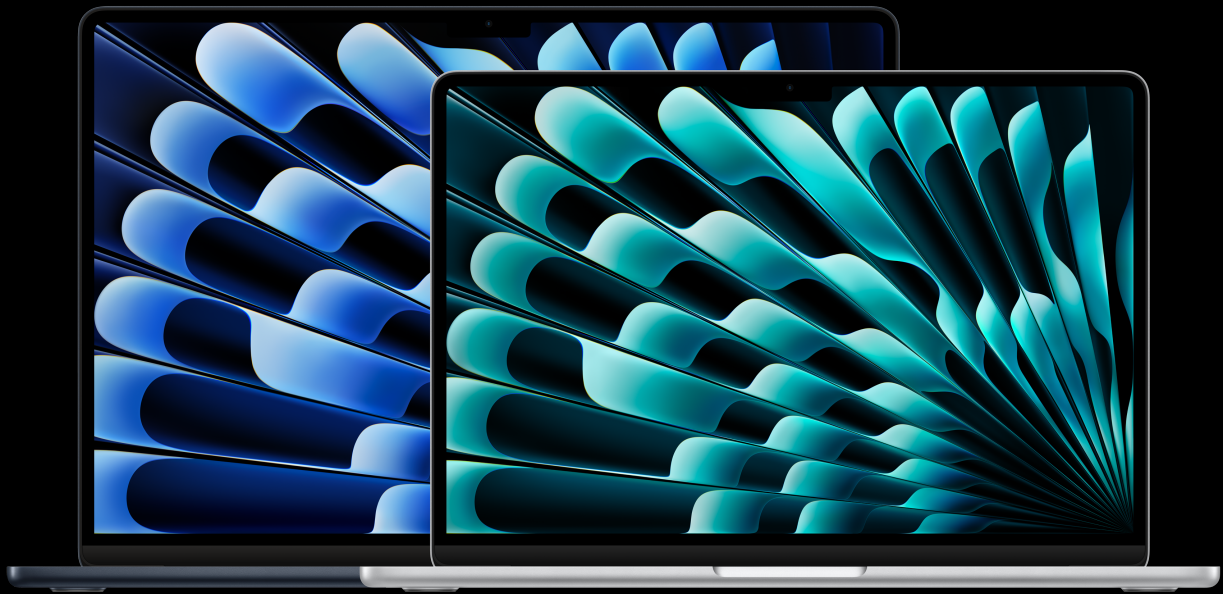# sync:ed

Higher Education Buyers Guide

February 1st, 2025 | Version 1.3

National Framework Agreement for Products Using Apple Native Operating Systems, Associated Accessories and Services (ITS6004 HW)

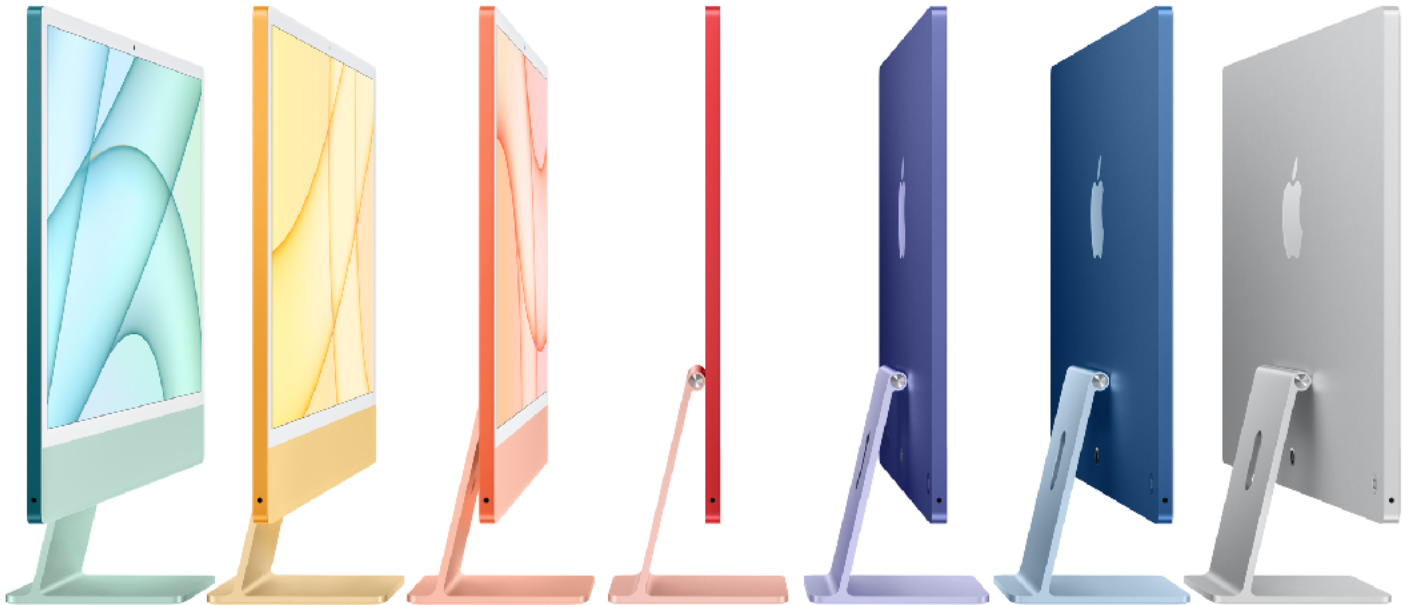Phone: 0330 159 5904

Email: he@wearesync.co.uk

Web: wearesync.co.uk/higher-education

Authorised
Education Specialist

Framework Overview

The Apple HE framework is the destination for the supply, consultancy, and support of all things Apple - including peripherals and Apple software.

Through this framework, Higher Education institutions obtain quotations from trusted suppliers across a complete range of Apple product. Orders via the framework benefit from free standard delivery - whilst also ensuring value for money.

Appointed to the framework on November 1st, 2021, Sync are able provide a range of Apple Solutions to members institutions, and their staff and students.

This includes: Mac, iPad, iPhone, charging carts, docking stations, accessories, cables, software, support and training services, finance, and additional warranty and insurance cover.

We are also able to offer ongoing maintenance services and other relevant services including asset tagging, Mobile Device Management, training and support.

Why Universities Choose Sync...

Highly Accredited Apple Specialists

Sync are the UK's most accredited Apple specialist. We are able to support the entire lifecycle for institution's Apple estate, from advice and guidance, through to procurement and logistics, deployment and configuration, ongoing support and training, and repair and recycling.

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).

sync | 🍎 Authorised Education Specialist

Who are Sync?

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

As an Apple Authorised Education Specialist, Sync provides a range of IT solutions to member institutions, staff and students via the Apple Higher Education Framework (ITS6004 HW)

If you have a vision, we make it a reality with technology. We are proud to be Apple, Microsoft, and Google accredited, as well as working with a range of other vendors.

Sync works directly with Apple Financial Services to provide a range of finance options, this includes providing a single upfront payment model and subscription options.

Along side our recycle scheme, we ensure your organisation is able to keep your technology up to date, and that older devices never go to waste.

What we do...

We 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 are authorised to cover the lifecycle of your Apple devices, from consultancy and procurement, to configuration, support, and repair.

What makes us different?

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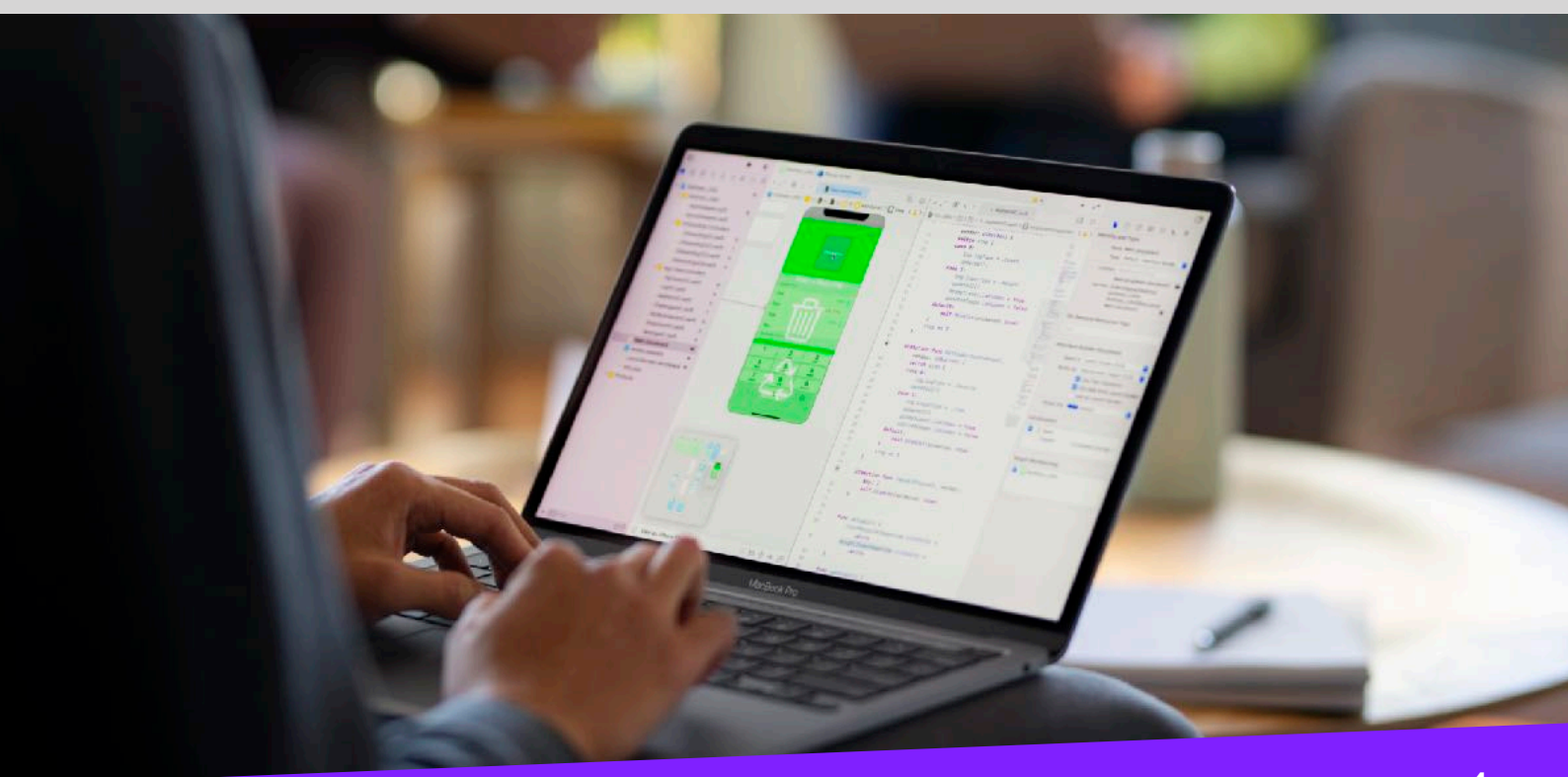This has been broken down into three core elements:

- Sustainable Environmental Impact
- Sustainable Finances
- Sustainable Partnerships

'To truly deliver a project of this scope, you need world class partners.' - Aaron Saxton, Director of Disruptive Learning, UA92.

LEARN MORE →

Sustainable Environmental Impact

- Outstanding Green credentials - aligned to the principles of ISO 14001

- 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 compliant with the Government's Streamlined Energy and Carbon Reporting (SECR) programme.

- In 2022, Sync exceeded its annual carbon reduction target, reducing total carbon generated across scope 1, 2, and 3 emissions by 6.3%.

- 99.49% of our operational waste is recycled, with the other 0.51% being consumed for energy.

- Sync forms part of the circular computing economy. Our Apple certified engineers work tirelessly to repair and upgrade devices to extend their life - this supports programmes such as Re/sync and provides a route for the supply of second-user devices to new and existing customers.

- We have started migrating company vehicles to fully electric models with 20% of the entire fleet now fully electric (and growing), and 26.67% are hybrid. We also have multiple charging points installed at company premises.

- 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).

Sustainable Finances

Sustainability is a key driving force for decision makers, the need for responsible procurement can be seen on a granular level, affecting the way teams think about deploying 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.

- Re/sync provides an opportunity for suppliers to purchase used devices. When we accept a return for Mac, iPad, iPhone, Watch, HomePod, or an accessory, we assess each item individually, and prepare it for a new owner!

- 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

How to Buy

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.

LEARN MORE

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.

LEARN MORE

Apple Trade-in

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

LEARN MORE

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.
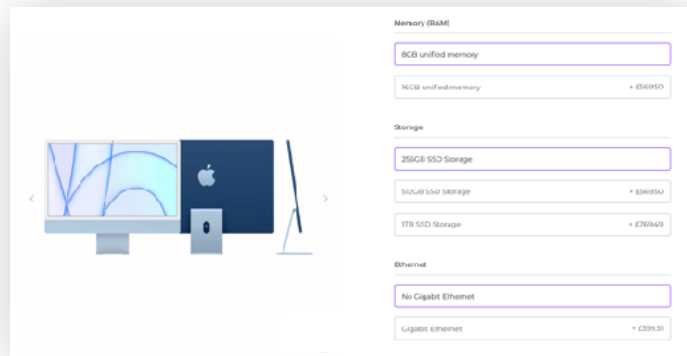
GET IN TOUCH

Shop & Order Online

Getting Started

In order to shop online with us, you will need to sign up for an online account. Simply head to our **account sign up page**, and complete the short online web form - ensuring that you select the '**Apple HE Framework**' account type.

Account Activation

Once you have applied, we will verify your information, and approve your request. A member of the Sync team will be in touch with the details on how to activate your account. Organisations can tailor their account to meet their needs which provides a personalised experience for end users. Once activated, you will be able to shop and order online with us, using our approved Apple HE agreement pricing.

Apply

Please fill in the application and we'll be in touch soon with more details

Full name *

Company / Organisation *

Email *

Phone *

Type of account(s) required *
- Business
- Education
- Government
- ● Apple HE Framework

Mac Configurator

Our online ordering portal includes a full Mac configurator as standard, allowing you to configure your devices online, and see real-time pricing for all product variations across Apple's full Mac product list.

Through direct integration in to distribution, we can also show you stock availability on a per-variation basis.

Placing an Order

Once you have added all necessary products to your basket, you can checkout onsite using a Purchase Order number / reference.

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.

Pay on account

Get your products now and pay later. We'll send you an invoice.

PO Number / Reference *

PO-5712857

☐ I have read and accept the sales, delivery and returns t&c's *

PLACE ORDER

Finance & Subscription

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.

MacBook Air

Single Upfront Payment (SUP)	from £713.63[1]
Operating Lease	from £737.64[2]
Buy Outright	from £827.46

iPad

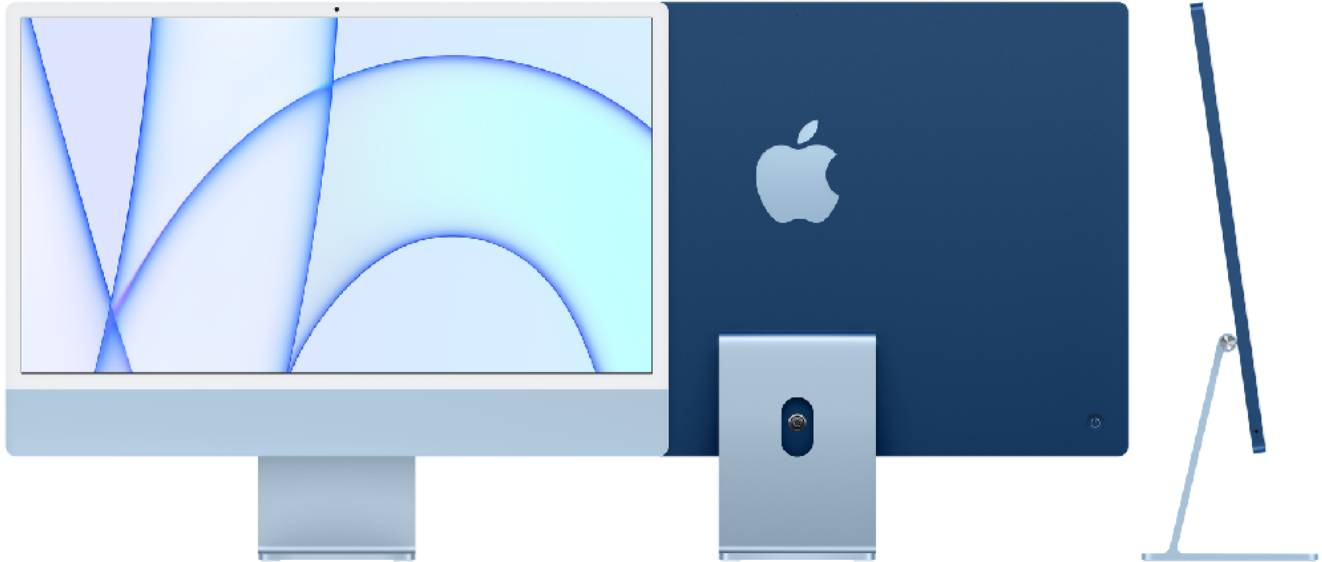|	
Single Upfront Payment (SUP)	from £323.56[1]
Operating Lease	from £334.44[2]
Buy Outright	from £358.24

Scan to find out more about Single Upfront Payment (SUP):

www.wearesync.co.uk/education/financing-apple-in-he/

Apple Repairs

No one expects their device to fail but if it does, it always seems to happen at the worst time. As an Apple Authorised Service Provider, we have a large team of Apple experts that can get you back up and running again.

As we're authorised by Apple, we can 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 their repair. We will then 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.

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

Issues 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 Authorised Education Specialist, 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

Evaluation Product Bank

Sync operates a large scale Apple hardware bank, with devices available for demonstration and evaluation purposes as required.

At any one time, this can include 500+ current-generation Apple branded items spanning 130+ Apple individual products / product variants, all of which are available to loan for evaluation purposes.

This includes iMac, Mac mini, MacBook Pro, MacBook Air, iPad, iPad mini, iPad Air, iPad Pro, iPhone, Apple TV, and accessories.

Devices are checked prior to loan, and when returning from loan. This includes:
- Logging the serial number of the device
- Ensuring that the machine boots, and functions correctly
- Ensuring that the Machine is running a patch supported OS
- Ensuring that the machine has been data-wiped
- Ensuring that cosmetic marks and damages have been recorded

Product Rental

Looking to rent Apple devices for a fixed project, term, or requirement? We are able to provide rental services across a huge range of Apple products and specifications.

Rental fees are issued on a 30-day period, and the cost of rental is based on the current value of the opened device, divided by twelve. Rental for an iPad Air with Wifi and 64GB storage for example would be £29.86 exVAT.

Should the rental equipment become lost or damaged during the course of the rental period, the customer is liable to pay the cost of the unit.

Where the device is lost, the customer will be liable for a fixed cost fee for the unit (monthly rental cost x 12), in addition to the rental fees paid to that point.

Where the device becomes damaged, the customer should make no attempt to repair the device, but instead submit it to either Sync or Apple for repair - the customer will be liable for the cost of this repair.

sync | Authorised Education Specialist

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 Authorised Reseller

As an Apple Authorised Reseller, 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 Education Specialist

Apple's AAES 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.

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 Consultants Network

As a member of the Apple Consultants Network, 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 Provider, we offer ongoing, personalised and engaging mentoring to meet the needs of educators. Build the confidence required to develop and encourage deeper learning experiences with students.

Authorised Reseller   Authorised Education Specialist   Authorised Service Provider   Professional Learning Provider   Consultants Network

sync | Authorised Education Specialist

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.

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.

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.

Jamf Gold Reseller

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.
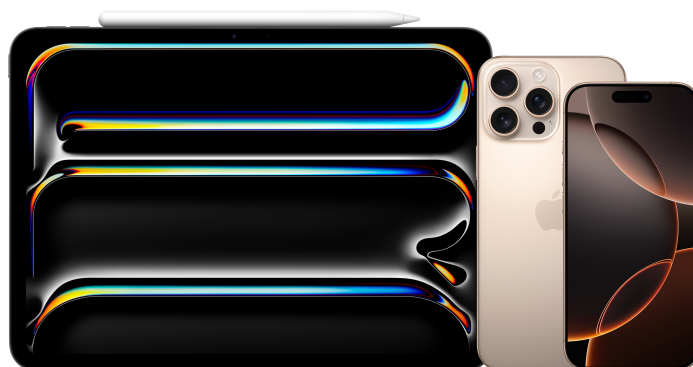
ISO 9001 - Quality Management

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.

ARMED FORCES COVENANT

CYBER ESSENTIALS CERTIFIED

disability confident EMPLOYER

jamf Gold RESELLER

ISO 27001 ISOQAR REGISTERED

ISO 14001 ISOQAR REGISTERED

ISO 9001 ISOQAR REGISTERED

Cert No. 21357

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Education Specialist

Get the support you need,
when you need it.

Quotations & Enquiries

Request a quotation or
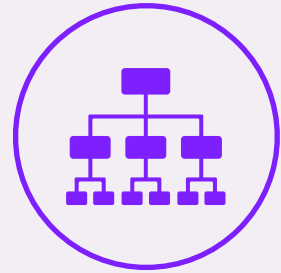submit an enquiry simply
with our dedicated
HE team

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
he@wearesync.co.uk

Customer Support

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

Hannah Clutterbuck
Hannah.clutterbuck@wearesync.
co.uk

Technical Support

Log technical issues directly with
our support team - with direct
escalation to our Support Lead,
Aaron Howarth.

Aaron Howarth | 0330 159 5909
he-support@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

Speak to an Expert

CONTACT TO OUR TEAM OF EXPERIENCED EDUCATION CONSULTANTS TODAY

Our team of Education Consultants work with Institutions across the UK to create tailored Apple solutions encompassing the financial, curriculum and technical elements of each project.

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

Contact us by phone:
0330 159 5904

Get in touch by email:
he@wearesync.co.uk

Contact us online:
wearesync.co.uk/higher-education

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