



Apple Complete | Services, Security, and Support

Progressive companies who have invested in Apple technology for their workforce need and demand the best when it comes to service and support. Ntiva offers certified Apple specialists and Apple-native tools to ensure your Apple ecosystem is properly supported and secured around the clock.

Overview: The Apple Environment

Over the last several years, Apple devices have been growing in popularity in the business world, driven in part by the desire to empower employees with tools they know and love. This strategy has been found to benefit the whole organization, offering improved engagement, retention and loyalty.

The recent shift to remote work has further accelerated this trend. Employees are now using personal computers and mobile devices, including Macs, iPads and iPhones, to access business applications and data. This new environment presents a challenge, including a heightened security risk, for almost all organizations.

It's become a business imperative to properly manage, deploy, secure, and support Apple hardware and related solutions — and the people who use it. Is your current IT team challenged to provide an Apple support and security experience on par with their Windows offerings? Are you searching for a Managed Service Provider (MSP) who can offer true Apple expertise?

The Ntiva Difference - 100% Apple-focused Managed Services

Ntiva delivers Apple technology services to businesses using Apple-certified people, tools and processes, acting as a trusted advisor and consultant so that you can get the most out of your investment.

Unlike a Windows-focused service provider who is often trying to shoehorn Macs into a Windows workflow, we fully support both pure Apple and hybrid Apple/Windows environments, incorporating all Apple devices into your environment with the same level of protections provided to Windows-based PCs.

This deep focus on Apple technology means that in addition to Apple-certified engineers, we also have technicians experienced in handling issues that may arise on “mixed-OS” platforms and networks. Our cross-platform expertise allows us to address challenging technical problems more quickly.

If it runs on, connects to, or talks with an Apple device, we can help!



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What's included in Apple Complete:

Apple Focused Service Desk

From Apple hardware to software to the operating system, leverage our U.S. based 24x7x365 help desk with access to Apple certified experts to troubleshoot and remediate your team's issues immediately.

Custom Configuration

We'll deploy, configure, manage and support your Apple technology so you get the most from your investments.

Automated Deployment & Management

We'll deliver over-the-air updates for supervised iOS, iPadOS, macOS, and tvOS devices. Critical updates can be pushed to all employees to ensure they have the latest security features on all their devices.

Software Patching and Deployment

The ability to rapidly deploy, update and patch macOS, Apple apps and third-party applications will proactively prevent security vulnerabilities and ensure your employees are at their most productive.

Advanced Endpoint Protection

Because traditional antivirus is no longer enough, and Macs are not immune, we provide a cutting-edge, Mac-friendly, endpoint protection solution that identifies new threats to stop hackers and malware from spreading across your organization.

Secure Cloud Backups

Data loss and ransomware threats can happen on Macs, and protecting geographically dispersed devices needs a reliable backup solution.

We include comprehensive backup that is macOS friendly to safeguard your remote workforce from accidental or malicious data loss.

Mobile Device Management (MDM)

Our team has advanced training in managing your Apple devices using Apple Business Manager and our powerful mobile device management tool to ensure your workforce is secure.

Ntiva is a member of the Apple Consultants Network.