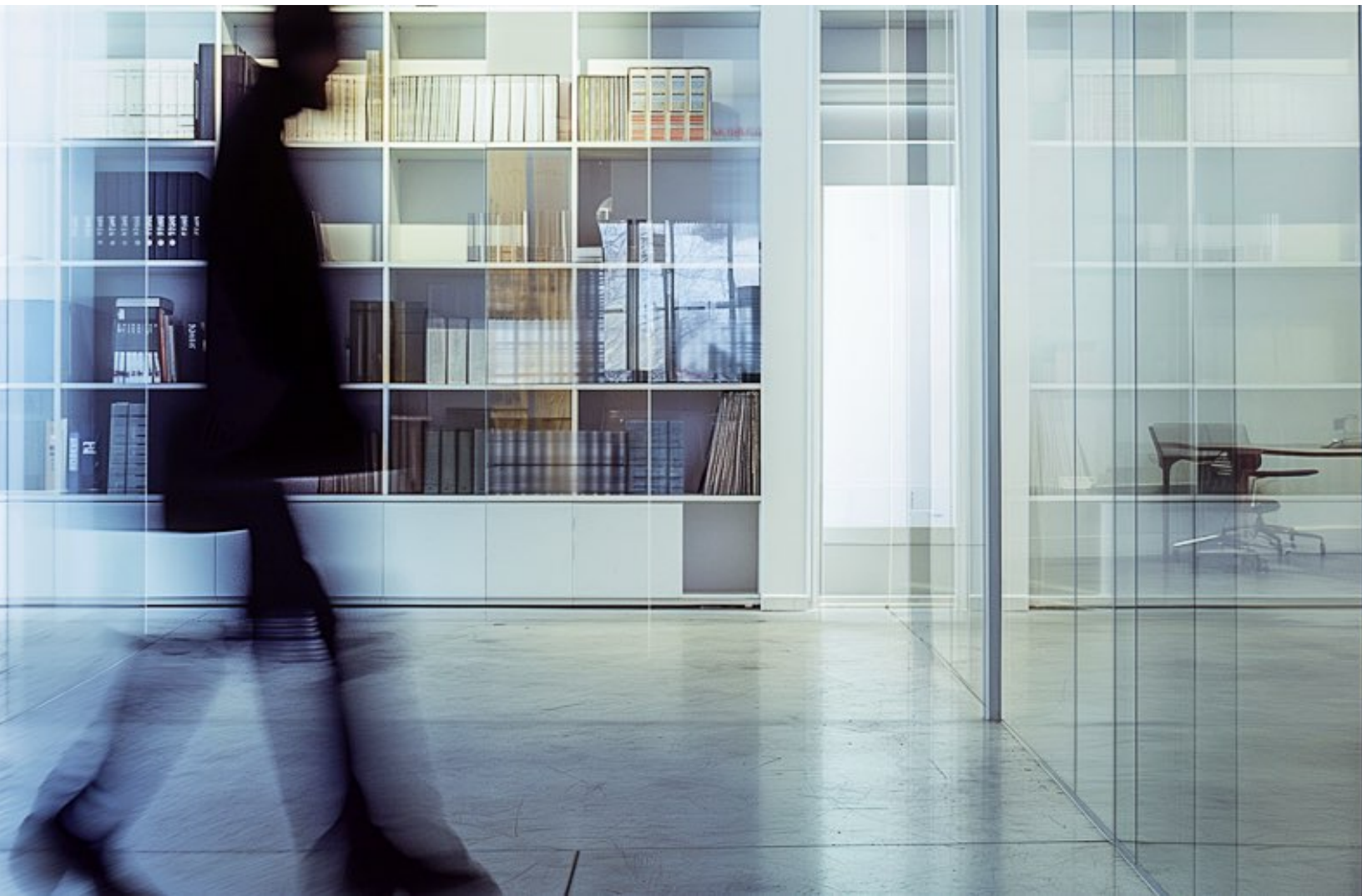


IT Consulting

Drive business impact with IT Consulting Services





**We don't just
identify value,
we help build it**

Market Context

Organizations are accelerating the adoption of Apple devices as part of broader workplace modernization initiatives. Mac, iPhone, and iPad are no longer edge cases—they are becoming core to how employees work across roles and industries. However, introducing Apple at scale requires more than selecting devices. IT leaders must align management, security, identity, and support models with Apple's approach while ensuring these environments integrate seamlessly with existing enterprise systems.

This shift creates a need for specialized guidance. Many organizations face uncertainty around how to design the right architecture, implement best practices, and avoid operational friction as Apple adoption grows. Mobidelio's IT Consulting Services help organizations navigate this transition—providing the expertise needed to plan, design, and implement Apple environments that are secure, well-integrated, and ready to scale with the business.

IT Support Consulting Services

Highlights

- **Redesign IT support for modern Apple workplaces.**
Align support models with how employees use Mac, iPhone, and iPad in daily work.
- **Assess and improve existing support operations.**
Identify gaps in tools, workflows, and service delivery that impact efficiency and user experience.
- **Define a structured and scalable support strategy.**
Establish clear service models, escalation paths, and operational frameworks.
- **Enhance the employee support experience.** Create a support model that is responsive, reliable, and aligned with user expectations.

Mobidelio's IT Support Consulting Services help organizations rethink how IT support is delivered in Apple-centric environments. Traditional support models are often designed around legacy systems and may not fully address the expectations or behaviors of Apple users. This service provides a structured assessment of current support operations, including tools, workflows, service structure, and escalation processes, to understand how effectively they support the modern workplace.

Based on this assessment, a clear and practical support strategy is defined. This includes recommendations on service design, operational readiness, escalation models, and user experience improvements. The result is a support model that is better aligned with Apple environments—one that enables IT teams to deliver more efficient, consistent, and user-focused support while preparing the organization to scale its Apple adoption with confidence.



Cognitive support into IT operations

As IT environments grow more complex, support models must evolve beyond reactive ticket handling. Cognitive support introduces a more intelligent approach to IT operations—one that learns from patterns, anticipates issues, and helps teams respond more effectively. By analyzing recurring incidents, user behavior, and system signals, IT support can move from simply resolving problems to understanding why they happen and how to prevent them.

This shift enables a more proactive and informed support experience. IT teams can identify trends earlier, reduce repeat issues, and provide faster, more contextual responses to users. Over time, cognitive support helps create a more resilient support model—one that improves continuously, reduces operational noise, and delivers a smoother experience for employees across Apple environments.

Customer benefits

A well-designed IT support model allows organizations to deliver a more reliable and responsive experience to employees using Apple devices. With clearer service structures and defined escalation paths, issues are resolved more efficiently, reducing downtime and minimizing disruptions to daily work. Employees benefit from faster, more consistent support that aligns with how they use Mac, iPhone, and iPad in their roles.

At the same time, IT teams gain a more structured and scalable way to operate. Improved workflows, better alignment of tools, and a clear support strategy reduce operational inefficiencies and help teams focus on higher-value activities. The result is a support function that not only resolves issues effectively but also contributes to a smoother, more productive digital workplace.

Key capabilities

- IT support model assessment and maturity analysis
- Apple-centric support workflow design
- Tiered support and escalation frameworks
- Tooling alignment with MDM, security, and ITSM platforms
- Knowledge base and self-service strategy
- KPI and SLA definition for Apple environments

Real results

- Reduced ticket resolution times for Apple users
- Improved end-user satisfaction and adoption
- Lower support cost per device
- Clear operational visibility for IT leadership



Device Management Consulting and Implementation Services

Highlights

- Establish the right structure to manage Mac, iPhone, and iPad across the organization.
- Ensure policies, compliance requirements, and workflows are clearly defined from the start.
- Enable devices to be deployed in a controlled and predictable way.
- Manage devices from initial setup through ongoing use and eventual retirement.

Mobidelio's Device Management Consulting and Implementation Services help organizations build a structured and reliable approach to managing Apple devices. The service begins with an assessment of technical readiness, security requirements, and operational dependencies to understand how Apple devices will integrate into the existing environment. This ensures that the management framework is designed with a clear understanding of the organization's infrastructure, policies, and operational needs.

Based on this foundation, we design and implement a device management framework that covers enrollment, configuration, compliance, and lifecycle workflows. This approach ensures that every device is introduced, managed, and maintained in a consistent way throughout its lifecycle. The result is a scalable and well-governed management model that simplifies operations, strengthens security, and supports the long-term growth of Apple deployments within the organization.



Top outcomes of Device Management Consulting and Implementation Services

Organizations establish a clear and structured approach to managing Apple devices across their entire lifecycle. From enrollment to configuration and ongoing management, devices are introduced into the environment in a consistent and controlled way. This creates a predictable operating model that reduces variability and improves overall reliability.

At the same time, device management becomes more closely aligned with security and operational requirements. Policies, compliance standards, and workflows are defined from the start, ensuring that devices remain properly configured and governed as the environment grows. This alignment enables organizations to scale Apple deployments with greater confidence while maintaining control over their device ecosystem.

Customer benefits

- **Consistent and reliable device operations** – Devices are deployed and managed using standardized processes, reducing variability and ensuring predictable performance across the environment.
- **Faster and more controlled deployments** – Clear enrollment and configuration workflows allow new devices to be introduced quickly while maintaining full oversight.
- **Stronger security and compliance alignment** – Security policies and compliance requirements are embedded into the management framework from the beginning, reducing risk.
- **Lower operational complexity for IT teams** – A well-defined management model reduces manual effort and simplifies ongoing device administration, allowing IT teams to operate more efficiently.

Key capabilities

- Apple device management strategy and architecture
- Enrollment and zero-touch deployment design
- Policy, profile, and configuration standardization
- Lifecycle automation (onboarding, updates, offboarding)
- Integration with identity, security, and IT systems
- Documentation and operational handover

Real results

- Faster device deployment and user onboarding
- Reduced manual configuration and support effort
- Improved security posture and compliance
- Scalable foundation for Apple growth



Microsoft Intune Consulting and Migration Services

Highlights

- **Enable unified management across platforms.** Manage Apple, Windows, and mobile devices through a single, consistent framework.
- **Extend Intune to support Apple at scale.** Configure Intune to effectively manage Mac, iPhone, and iPad within enterprise environments.
- **Align identity, security, and device management.** Integrate Apple devices with Microsoft identity and access frameworks.
- **Ensure a smooth transition to Intune.** Plan and execute migrations that minimize disruption and maintain operational continuity.

Mobidelio's Microsoft Intune Consulting and Migration Services help organizations successfully adopt and extend Intune to manage Apple devices alongside other platforms. While Intune provides a unified endpoint management approach, effectively supporting Apple devices requires careful configuration and alignment with Apple-specific management models. This service ensures that Intune is implemented in a way that fully supports macOS, iOS, and iPadOS while meeting enterprise requirements.

From initial planning to deployment and migration, we help organizations bridge the gap between Microsoft and Apple ecosystems. By aligning identity, security policies, and device management practices, organizations can achieve a consistent and scalable management approach. The result is a unified environment where Apple devices are securely managed, fully integrated, and aligned with enterprise standards.



Optimize Apple value with Microsoft Intune

Microsoft Intune provides a unified way to manage devices across the enterprise, but unlocking its full value for Apple devices requires a thoughtful approach. Mac, iPhone, and iPad follow a management model that differs from traditional platforms, and simply extending existing configurations is often not enough. To deliver a reliable and consistent experience, organizations must ensure that Apple-specific capabilities are properly configured and aligned with identity, security, and compliance frameworks.

When implemented effectively, Intune becomes a strong foundation for managing Apple devices at scale. Organizations can maintain consistent policies, align device management with identity-based access, and ensure that Apple devices integrate smoothly into broader enterprise operations. This allows IT teams to manage diverse environments more efficiently while delivering a secure and seamless experience for employees using Apple technology.

Customer benefits

- **Unified management across all devices** – Apple, Windows, and mobile devices are managed through a single platform, simplifying operations and improving visibility.
- **Consistent security and compliance enforcement** – Policies are applied uniformly across Apple devices, helping organizations maintain control and meet enterprise standards.
- **Stronger integration with identity and access frameworks** – Apple devices align with identity-based access models, enabling secure and seamless user authentication.
- **Simplified IT operations at scale** – Managing multiple platforms becomes more efficient, reducing complexity and allowing IT teams to operate with greater consistency.

Key capabilities

- Intune readiness and Apple capability assessment
- macOS, iOS, and iPadOS policy design
- MDM-to-Intune migration planning and execution
- Identity and conditional access integration
- Security baseline alignment for Apple platforms
- Post-migration validation and optimization

Real results

- Successful Apple device migrations with minimal downtime
- Improved policy consistency and manageability
- Stronger alignment between Apple and Microsoft ecosystems
- Reduced operational complexity for IT teams



Mac Security and Regulatory Compliance Consulting Services

Highlights

- Strengthen security across your Mac environment. Establish a hardened security posture aligned with Apple best practices.
- Align macOS with regulatory and compliance requirements. Ensure security controls support industry standards and internal policies.
- Leverage native Apple security capabilities. Use built-in platform features alongside modern protection approaches to secure devices.
- Build a scalable security framework for Macs. Create a clear structure to manage risk as Apple deployments grow. Management practices remain consistent and auditable across the organization.

Mobidelio's Mac Security and Regulatory Compliance Consulting Services help organizations design a security approach tailored to macOS in the enterprise. As Mac adoption increases, traditional security models often fall short in addressing the unique characteristics of Apple devices. This service provides a structured framework to strengthen security using native macOS capabilities combined with modern protection strategies.

By aligning security practices with regulatory requirements and industry frameworks, organizations can establish a clear and scalable approach to protecting their Mac fleet. The result is a well-defined security posture that reduces risk, supports compliance efforts, and ensures Macs are securely integrated into the broader enterprise environment.



Mac security strategy

A strong Mac security strategy begins with understanding how macOS is designed to protect users and data. Apple devices include built-in security features that, when properly configured, provide a solid foundation for endpoint protection. However, these capabilities must be aligned with enterprise security policies, identity frameworks, and operational practices to be fully effective in a corporate environment.

Mobidelio's approach focuses on building a security strategy that combines native macOS protections with broader enterprise requirements. This includes defining clear security baselines, aligning controls with compliance standards, and ensuring devices remain continuously protected throughout their lifecycle. The result is a cohesive strategy that strengthens security, reduces risk, and allows organizations to manage their Mac environment with confidence as it scales.

Solution benefits

- **Stronger protection for Mac environments** – Macs are secured using a combination of built-in platform capabilities and enterprise-aligned security practices, reducing exposure to threats.
- **Clear path to compliance** – Security controls are aligned with regulatory requirements and internal standards, making it easier to meet audits and compliance objectives.
- **Consistent security across all Mac devices** – Policies and configurations are applied uniformly, ensuring every device meets the same security baseline.
- **Reduced risk as Apple deployments scale** – A structured security approach allows organizations to grow their Mac footprint while maintaining control and visibility over their environment.

Together, these benefits provide a clear and scalable approach to securing Mac environments. Organizations can strengthen their security posture, maintain compliance with confidence, and support Apple adoption without introducing unnecessary risk or complexity.

Key capabilities

- macOS security posture assessment
- Compliance framework mapping (industry and regulatory)
- Security policy and control design for macOS
- Integration with endpoint protection and identity systems
- Audit readiness and documentation support
- Ongoing security optimization guidance

Real results

- Improved macOS security visibility and control
- Reduced audit risk and compliance gaps
- Alignment between security, IT, and end-user needs
- Enterprise-ready macOS security foundation



Why Mobidelio?

Mobidelio brings deep expertise in designing, operating, and supporting Apple environments at scale. Our focus is on helping organizations build modern, reliable Apple workplaces that integrate seamlessly with enterprise infrastructure while maintaining the simplicity and performance that Apple technology is known for.

We build on this expertise by continually evolving how IT services are delivered and supported in the enterprise by:

- Partnering with leading Apple technology platforms
- Investing in Apple enterprise expertise
- Working closely with clients to unlock Apple's full potential

At Mobidelio, we help organizations design, build, and support future-ready Apple workplaces that empower people to do their best work.

For more information

To learn more about Mobidelio IT Consulting Services or talk to one of our consultants, reach us out at mobidelio.com/services/it-consulting.

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