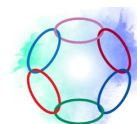Guide to
purchasing from the

Higher Education
Apple Framework

Authorised
Education Specialist

UKUPC

UK Universities Purchasing Consortia (UKUPC)

We are XMA.

We deliver innovative IT solutions that enhance how people learn, teach, govern, and do business. We are a team of specialists, based across the UK in a business with over 35 years of experience, world class vendor partnerships and broad service delivery capabilities on the ground and in the cloud.

XMA in Higher Education.

National reach, local touch. Our specialist Higher Education team work across our UK locations, offering you local expertise with the backing and security of a large national supplier. Our approach begins with understanding your specific institutions needs and tailoring a solution to suit.

XMA and Apple.

We are recognised by Apple as an Apple Solution Expert in Education for our understanding of how to apply their products and solutions in learning and teaching contexts. And, as an Apple Authorised Service Provider, we are certified to fulfil repair services on Apple's behalf.

About the framework.

XMA were awarded a place on the HE Apple Equipment and Services Framework which runs until October 2025. **From November 1st 2024, XMA are 1st ranked Supplier eligible for direct award to all HE members.**

Flexible procurement options.

Buy online

Our XMA Portal offers real time stock availability, Mac configurator, order tracking and tiered procurement rights.

Existing HE Hub Customers: LOGIN
Existing XMA Store Customers: LOGIN
New customer: SIGN UP

eProcurement

We already work with all major eProcurement solutions including Ariba, Basware, OneAdvanced, Oracle, Pecos, Proactis, & more.

The human touch

Give our specialist HE team a call on 0115 846 4000 or email them at **AppleHE@xma.co.uk** - they're a friendly bunch of experts.

✓ We accept VAT exemption certificates.

✓ Any invoicing requirements - just ask.

Buying online - institutions.

Build and buy your Mac online.
All framework products available.

Visit your XMA Portal to take advantage of:
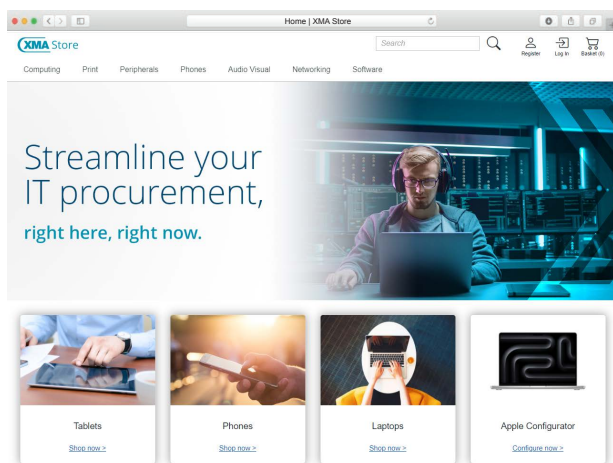
- ✓ Browse and buy all framework products
- ✓ Build and buy customised Mac products
- ✓ View purchase history
- ✓ Order tracking
- ✓ Save favourites
- ✓ Build quotes
- ✓ Tiered procurement rights
- ✓ Downloadable PDF user guide
- ✓ Automatic DEP enrolment
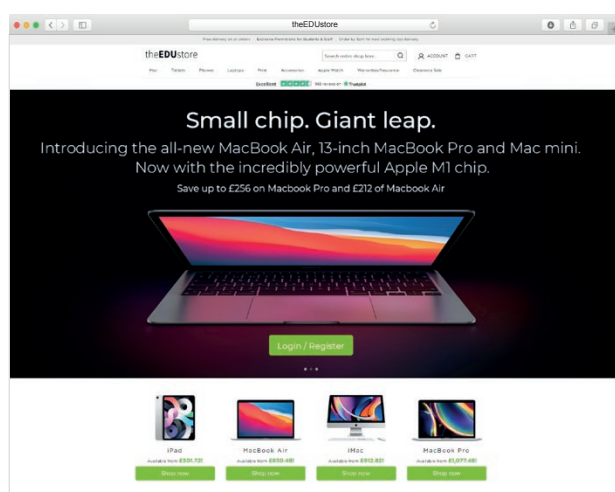
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Existing XMA Store Customers: **LOGIN**

New customer: **SIGN UP**

Call 0115 846 4000 | Email AppleHE@xma.co.uK

Buying online
- individuals.

The EDU Store

Save with education pricing on Apple products. Shop at theEDUstore and realise savings available through this Framework. Education pricing is available to university students, students accepted into university and teachers and staff in all areas of education

Staff and Students Benefit

✓ Huge savings on new Apple devices.

✓ Free delivery with in-stock items being delivered next day

✓ All Macs include extended Warranty

✓ All iPads include extended Warranty

✓ Order online 24/7

Institution Benefits

✓ Attractive benefit offering for your staff and students

✓ No set up or implementation costs

✓ Access to dedicated marketing resources

✓ Secure access store for staff and students only

✓ theEDUstore customer services team available for support and technical enquiries – No institution IT resource required

Visit the EDU Store

Getting support.

Who do I contact if my Apple product isn't working?

Simply call the XMA Helpdesk on **01727 201850**.

Make sure you have your serial number to hand.

What if my product needs a repair?

Following diagnosis by our Helpdesk we will arrange to collect it, repair it and deliver it back to you.

Getting support.

Technical Support and Dead On Arrival (DOA)

Every Mac and iPad offered on the framework includes a 3 year warranty with the option to upgrade to 4 or 5 year warranty. XMA collect and return warranty. That means if something goes wrong that we can't help you with over the phone, we will arrange to have the device collected, repaired and returned to you. If a problem develops with a device purchased through the framework, call our Helpdesk on the number below, ensuring you have the device in front of you and the serial number to hand. We may ask you to perform some basic troubleshooting that could get you back up and running immediately.

Call: 01727 201850
Monday to Friday, 08.00 - 18.00

If you prefer to e-mail us with details of the problem, use the address below.

hardwaresupport@xma.co.uk

These details should also be used to report any devices that are Dead On Arrival (DOA) i.e. they do not function as expected out of the box, within 30 days of delivery.

Warranty Cover
What is covered by this warranty?

- Apple-branded hardware product(s) and Apple-branded accessories contained in the original packaging ("Apple Product") against defects in materials and workmanship when used in accordance with Apple's user manuals, technical specifications and other Apple Product published guidelines.

What is not covered by this warranty?

- This warranty does not apply:
- (a) to any non-Apple branded hardware products or any software, even if packaged or sold with Apple hardware.
- (b) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
- (c) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship;
- (d) to damage caused by use with a third party component or product that does not meet the Apple Product's specifications (Apple Product specifications are available at www.apple.com/uk under the technical specifications for each product and also available in stores);
- (e) to damage caused by accident, abuse, misuse, fire, earthquake or other external cause;
- (f) to damage caused by operating the Apple Product outside the user manual, the technical specifications or other Apple Product published guidelines;
- (g) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Apple or an Apple Authorised Service Provider ("AASP");
- (h) to an Apple Product that has been modified to alter functionality or capability without the written permission of Apple;
- (i) to damage caused by normal wear and tear or otherwise due to the normal aging of the Apple Product;
- (j) if any serial number has been removed or defaced from the Apple Product; or
- (k) if Apple receives information from relevant public authorities that the product has been stolen or if you are unable to deactivate passcode-enabled or other security measures designed to prevent unauthorised access to the Apple Product, and you cannot prove in any way that you are the authorised user of the product (e.g, by presenting proof of purchase).

Contacting XMA.

Sales | **HE Sales Enquiries**
XMA Higher Education Team

Call: 01727 201 860   **Email: AppleHE@xma.co.uk**

TM | **Tarun Mayor**
Head of Education Sales

Email: tarun.mayor@xma.co.uk

SA | **Simona Akelyte**
Apple Commercial Manager
Contact for product escalations.

Email: simona.akelyte@xma.co.uk

CV | **Carl Veselis**
Framework Manager
Contact for framework escalation.

Email: carl.veselis@xma.co.uk

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New customer: SIGN UP

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Evaluation.

We have access to a pool of evaluation products, that can be booked by institutions free of charge to ensure you select the right product.

Contact your account manager or our HE sales team for details.

Framework Products.

This document contains commercially sensitive information and should not be shared (wholly or in part) with any third party unless prior agreement is provided from XMA and The Framework Body.

iPad

All iPads include extended warranty

 Authorised
Education Specialist

iPad 10th Gen

iPad is colourfully reimagined to be more capable, more intuitive and even more fun. With an all-screen design, 10.9-inch Liquid Retina display and four gorgeous colours, iPad delivers a powerful way to get things done, create and stay connected. Add on essential accessories designed just for iPad and enjoy endless versatility for everything you love to do.

iPad Mini

iPad mini is built for Apple Intelligence, the personal intelligence system that helps you express yourself and get things done effortlessly. With groundbreaking privacy protections, it gives you peace of mind that no one else can access your data — not even Apple.

iPad Air

The incredibly fast M2 chip powers Apple Intelligence and brings breakout performance to iPad Air. With a powerful CPU, GPU and Neural Engine, it's nearly 50 per cent faster than the previous generation. So you can tap into Apple Intelligence to help you write, express yourself and get things done effortlessly. And easily plan your house renovation in SketchUp or play the latest top-tier games, like Zenless Zone Zero. All with amazing efficiency for all-day battery life.

iPad Pro

The all-new iPad Pro packs astonishing power into an unbelievably thin, light and portable design. Push the limits of what's possible on iPad with a super-portable 11-inch model and an expansive 13-inch model that is the thinnest product Apple has ever created.

Mac

All Macs include extended warranty

Build your own Mac online. Visit your portal

All Apple CTO's are non cancellable & non returnable

 Authorised Education Specialist

MacBook Air

MacBook Air sails through work and play — and the M3 chip brings even greater capabilities to the world's most popular laptop. You can express yourself and get things done effortlessly with Apple Intelligence. And with up to 18 hours of battery life, you can take the super-portable MacBook Air anywhere and blaze through whatever you're into.

MacBook Pro

MacBook Pro features the most advanced lineup of chips ever built for a pro laptop. Phenomenal single- and multi-threaded CPU performance, faster unified memory, enhanced machine learning accelerators — the M4 family of chips gives you the kind of speed and capability you've never thought possible. And the powerful Neural Engine makes AI tasks like image upscaling and video caption creation as well as on-device Apple Intelligence features fly.

iMac

iMac takes a leap in performance and AI capability with the M4 chip. A faster CPU makes everything you do even snappier. An advanced GPU with hardware-accelerated ray tracing delivers unbelievably realistic graphics. The enhanced Media Engine lets you edit multiple streams of 4K video smoothly.

Mac Mini

Introducing the far mightier, way tinier, all-new Mac mini. Five by five inches of pure power and purpose. Redesigned around Apple silicon to unleash the full speed and capabilities of M4 and M4 Pro chips. With a wide array of ports, now on the front and back. Mac mini is the definition of efficiency — and the first carbon-neutral Mac.

Mac Studio

Embraced by creative pros everywhere, Mac Studio now delivers next-generation power in the form of the lightning-fast M2 Max and the boundary-breaking M2 Ultra. It packs outrageous performance and extensive connectivity in an unbelievably compact form.

Studio Display

A big, beautiful window into new worlds, Studio Display draws you in from the moment you turn it on. It has a slim, all-screen design. And it's packed with a phenomenal set of features so everything you do springs to life with gorgeous colour and spectacular detail.

iPhone

iPhone is built for Apple Intelligence, the personal intelligence system that helps you write, express yourself and get things done effortlessly. With groundbreaking privacy protections, it gives you peace of mind that no one else can access your data — not even Apple.

Log in to your **account** to see the full range of Apple products, accessories and pricing.

Existing HE Hub Customers: LOGIN
Existing XMA Store Customers: LOGIN
New customer: SIGN UP

Beyond the box.

Our teams have been involved in some of the largest deployments of Apple devices in the UK. We can offer a range of services, from pre-delivery configuration to device deployment programmes, mobile device management and support services. Contact us to discuss your requirements and for a bespoke proposal.

Configure

We can customise your device before it leaves our warehouses.

Ask us for configuration options that include processors, graphics, memory and disk space. We also offer laser etching and asset tagging as well as pre-staging and bonded storage for larger deployments.

Deploy

Simplify deployment of devices with access to Apple programmes including Device Enrolment Programme (DEP) and Volume Purchase Programme (VPP). We can also provide support and guidance on deploying devices with integration to Microsoft Active Directory (on premise or Azure), Office 365 and Google Apps.

XMA DEP Reseller ID (required for Apple Deployment Programmes and Apple School Manager) is 354BF80.

Manage

We have experience and partnerships with major Mobile Device Management (MDM) solution providers and can even manage your Apple devices for you.

Our curriculum specialists can provide consultation and training around creation and delivery of interactive course materials via iTunes U.

Support

Whether you require enhanced warranty options, help desk services or a full managed service, we can tailor a solution that fits your requirements. Just ask

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Existing XMA Store Customers: **LOGIN**

New customer: **SIGN UP**

Call 0115 846 4000 | Email AppleHE@xma.co.uK

Feedback.

We have a culture of continual improvement at XMA, that is supported by feedback from our customers. This is recognised by LRQA with our ISO 9001 Quality Management accreditation.

If you have any feedback on the quality of service you receive, please don't hesitate to contact us.

TM

Tarun Mayor
Head of Education Sales
Email: tarun.mayor@xma.co.uk

RO

Ross O'Donnell
XMA Head of Ecommerce
Email: ross.odonnell@xma.co.uk

LRQA CERTIFIED ISO 9001 | UKAS MANAGEMENT SYSTEMS 0001