HE Apple Equipment & Services Framework Agreement – ITS6003-HW

Update – 5th July 2017

In an effort to improve communication, and to support your purchasing choices through the framework agreement we are working closely with the resellers to provide regular updates of any supply chain issues that occur. This may include, for example information on products that are approaching end of life, constraints on supply, current lead times etc. but may change depending on the issues faced.

The information will be shared with the participating consortia and published on HE Contracts/APUC Sharepoint.

General Update – Wired Keyboards and Mice

Please note that following concerns received from users, we have contacted Apple directly regarding the discontinuation of wired keyboards and mice. This is additional to the discussions that resellers are having with Apple regarding this matter. A reply from Apple is awaited and we shall update members when further information is available.

Academia

Macs

- Stock of off the shelf models is healthy with the vast majority of devices shipping on a next day basis
- We have seen the first configured to order iMacs ship this week for orders placed after the model change. This confirms CTO lead times are currently 4 – 6 weeks and hopefully improving!
- **REMINDER** – iMacs now only ship with Wireless Keyboard and Mice options and there is no option to purchase individual wired peripherals– We are offering a buy back scheme for wireless keyboards and mice to cover the members cost of purchasing third party peripherals – please contact your account manager for more information

iPad

- Stock is good across the range
- The only exception being iPad Pro 12.9’ no stock of the new model is available across the range
**Apple Trade In**

A reminder Academia offer an Apple Trade in scheme providing money off the purchase of a new Mac when trading in a legacy working device. This works particularly well when members are refreshing computer labs, with discounts of several thousand pounds being achieved. Please contact your Academia account manager for further information.

**Insight**

Currently investigating options for addressing issue of discontinued wired keyboards and mice and will update once further information is available

**Stone Computers**

Discussions are ongoing with Stone regarding its return as an active supplier under the framework agreement. Following a meeting held on 16th May 2017 during which Stone presented its proposals for servicing the agreement, it is hoped that Stone will have completed all outstanding matters by mid-July 2017. The intention is then to have a “soft” launch with a limited number of customers prior to opening up to all institutions.

**XMA**

HE Hub: We continue to upgrade and refresh HE Hub with all available new configurations (thousands of variations), this should be 100% complete imminently.

Wired Keyboards/Mice: As members may well be aware, in the June 5th announcements Apple introduced a new full-size wireless keyboard. This unfortunately saw the end of the very popular wired keyboard and mouse option. XMA have raised this with Apple at the highest level and remain in discussions. In the meantime, XMA would welcome the opportunity to discuss this with members that may be concerned, and have a number of options and solutions to address the present lack of a first-party wired keyboard option.

The main marketing update is that we launched the first edition of our new quarterly Higher Education eBulletin, which featured top tips on the best ways for universities to use Apple across campus services, research and career readiness.

We are imminently launching our marketing resources site to promote the savings that can be found on theEDUstore, so look out for this in the next couple of weeks.

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Howard Allaway  
Framework Agreement Manager  
5th July 2017