HE Apple Equipment & Services Framework Agreement – ITS6003-HW

Update – 16\textsuperscript{th} January 2016

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.

\textit{Academia}

**MacBook Pro with Touchbar**

1. The majority of the standard, off the shelf, models are now in free stock and shipping on a next day basis
2. Configured to order versions – The first few orders for configured to order items have now started shipping with deliveries made on a daily basis
3. Configured to order lead times – for orders placed now we anticipate a lead time of 5-6 weeks. This may reduce as production at Apple increases.

**iPad Range**

Apple have notified us of potential constraint issues across the iPad range between now and March 2017. Currently stock across the range is low and we are asking members to forecast any larger iPad requirements so that we can endeavour to secure stock in advance. Please contact your account manager if you have any large iPad requirements between now and the end of March.

**Configured to order Lead times – Macs**

Lead times on configured to order Macs (excluding Mac Book Pros) increased to 3 weeks + Pre Christmas, with back orders still on the system from early December. We have been advised that this will start to come back down to 7-10 days by the start of February 2017.
Online Store

When users visit our Apple agreement website (applehe.store.academia.co.uk) and click the ‘Buy now’ button, they are now presented with a landing page which asks whether they are interested in an institution purchase or a personal purchase (see screenshot below).

By clicking the relevant button they are then directed to the appropriate store. This will help avoid any confusion for members about personal purchases.

Insight

Product Supply & Availability

iPad – All models Air, Pro & mini
Currently, all models of iPad are in constraint and supply is extremely limited for all partners globally. Apple has advised that this is not likely to improve in December and expects a recovery in January. Normally post-Christmas supply in normal circumstances arrives as part of a process called spring back but due to the current challenges we are expecting this to be mid-Jan rather than early. We do have a selection of variations still in stock. Details are updated daily and supply levels can be verified by checking products without bundled warranty via Insight’s website. The issues causing the low supply is also affecting iPod and Apple TV.

MacBook Pro
All new Touch-Bar MacBook Pros remain in extremely low supply and remain in New Product Introduction (NPI) mode until the new year. This affects both off the shelf and CTO models. Off the shelf parts have a stronger supply rate currently and would be fulfilled quicker than a CTO model. Apple has advised that they expect things to get better in the new year during January. Anything else non-Touch-Bar and classed as legacy SKUs are in good supply.

15” Touch-Bar MacBook Pro in Space Grey is starting to become available in free stock with distribution but do not expect high numbers yet.
The general overall message is the next few weeks are challenging but Apple are confident that things will start to get better in the new year.

**AirPods**
Now available to order but we don't expect stock until late Feb. to early March

**Insight Client Portal**
Clients can either create a new account with Insight, or log in to an existing one, at [http://www.uk.insight.com/manage](http://www.uk.insight.com/manage). Once logged in they will have access to relevant framework pricing as well as a variety of useful documents listed under “Company Documents” in the right-hand sidebar.

**Stone Computers**

In terms of product constraints; most iPad Air and iPad Pro models are on poor availability through Distribution – we are being quoted March 2017 for some/most of these – and some orders have been on since December. We are advising customers of the delay but in the main they are leaving the orders where they are and waiting.
Apple Specialist: The biggest issue present at the moment is iPad air 2:

Apple have advised us to expect stock constraint on iPad Air 2 during calendar Q1. They have not cited a cause of this. Throughout this time will be actively working with Apple to fulfil any orders for iPad Air 2 as soon as possible, and will share any updates as soon as we have them.

Marketing team: theEDUstore’s Q1 campaign is being funded by Apple – we are sending out a marketing toolkit to key University contacts. The toolkit will contain marketing collateral for them to share with their students & staff such as an eBook product guide, x1 student HTML email template and intranet banners.

We have just completed our Apple Q3 proposal (Apr, May, Jun) requesting funding for theEDUstore. Key elements of the proposal are continuous refreshing of the toolkit, SEO consultancy, ongoing PPC and third party advertising.

Howard Allaway
Framework Agreement Manager
16th January 2017