AppleCare for Enterprise

Priority onsite service and 24/7 support to help keep your end users up and running.

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Why AppleCare for Enterprise?

Previously reserved for B2B customers, AppleCare for Enterprise (ACE) has recently been extended to Education customers!

It is designed to provide businesses with first-rate support for their Apple devices. It is specifically designed to optimize the management of a large fleet of devices, while offering fast, efficient solutions to minimize service interruptions.

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Key benefits

	Expert help desk	Priority device repair	Service pool
24/7	End user phone support Help desk support IT support	Onsite repair and replacement Global coverage — 30 countries	Device repair or replacement for any reason, no additional fees
	Troubleshooting and repair setup	Consistent Mac and iOS break fix	AppleCare Enterprise Portal access for reporting
	Reduce help desk load	Reduce downtime for repairs Visibility with Enterprise Portal	Reduce operational costs of unplanned repairs

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Flexible solutions

Volume-based price levels			Coverage terms			Service pool	
Level 1	Level 2	Level 3	iPhone	iPad	Mac	Service pool	Service pool+
200-999	1000-4999	5000	2 or 3 year terms	2, 3, or 4 year terms	3 or 4 year terms	2% Mac 5% iOS	4% Mac 10% iOS

The price is calculated on the basis of device volume, coverage options and contract duration.

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Additional information

- 24/7 priority access to Apple Support for end users.
- Local language support during business hours.
- Access to the AppleCare Enterprise Portal to submit cases and review account activity.
- Choice of two service pools for the life of the term to repair or replace your eligible and covered devices.
- AppleCare for Enterprise can be added to previously purchased eligible Apple devices for up to one year from the date of purchase.

- Includes one enterprise-level support incident per year.
- Customer success kickoff call at beginning of deployment.
- Additional IT support is available by purchasing AppleCare OS Support.
- AppleCare Enterprise Enrollment: https://enterprise.apple.com/#directEnroll
- Locations where onsite is available: https://www.apple.com/legal/sales-support/applecare/applecareforenterprise/www

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Pricing example

	AppleCare+ 2 years	ACE level 3 years	ACE level 1+ 3 years	ACE level 2 3 years	ACE level 2+ 3 years
iPhone 15 Pro	CHF 199.–	CHF 143.85	CHF 204.70	CHF 129.35	CHF 184.15
iPad 11" Pro	CHF 129.–	CHF 128.65	CHF 193.50	CHF 115.65	CHF 174.05
MacBook Pro 14"	CHF 279.–	CHF 258.35	CHF 301.60	CHF 232.40	CHF 271.35

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Services comparison

	AppleCare for Enterrprise	AppleCare+
Hardware coverage	3 & 4 year coverage terms for Mac	3 year paid up front coverage for Mac
	2 & 3 year coverage terms for iPhone	2 year paid up front coverage for iPhone and iPad
	2, 3 & 4 year coverage terms for iPad	Recurring payment plans for Mac, iPhone and iPad where available
	Battery and accessory coverage	Battery and accessory coverage
Damage coverage options	Repair Mac or replace iOS device, for any reason, using Service Pool credits	Unlimited incidents of accidental damage protection
	Service Pool is a percentage of the deployment based on device type	Mac: CHF 99 or CHF 299 service fee per incident
	There are no service fees when using the Service Pool	iPad: from CHF 29 to CHF 99 service fee per incident
	Based on industry standard of break rates	iPhone: CHF 29 or CHF 99 service fee per incident
Service options	Global on-site repair or replacement in 30 countries	Global repair coverage (Apple Retail Store locations or Authorized Service Providers)
	As fast as next-business-day onsite (end-user location or designated facility)	Express Replacement service for iPhone and iPad (with service fee and CC hold)
	Mail-in options where available offers prepaid way bills for eligible devices	Onsite, Carry-in and Mail-in options available
	Access to Enterprise portal for visibility to deployment tracking	Apple Support App for access to your Apple products and services
IT Support	24/7 enterprise technical support	AppleCare OS Support for added IT support available for separate purchase
	Custom pin number for troubleshooting complex issues or repair triage	
	Annual incident of IT department-level support during each year of coverage	
	Access to Enterprise portal for creation and visibility to case/ticket status	
	Customer Success kick-off call at beginning of agreement	
	AppleCare OS Support for added IT support available for separate purchase	
End-user support	24/7 help desk support (business advisors)	Priority access to technical support via phone and chat
	Custom pin number for set up, how-to questions, troubleshooting, or repair triage	

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Activation guide

Step	Description
1	Customer visits https://enterprise.apple.com/Enroll to agree to the terms and conditions through the Apple Enterprise Portal)AEP).
2	Customer will receive an Enrollment Number and sends it to the Reseller.
3	Reseller submits the Enrollment Number + Device Serial Numbers + ACE Part Numbers to their chosen Distributor.
4	Distributor places the order for ACE. Apple sends Proof of Coverage + MSA Number to the customer.
5	Apple generates an MSA (ACE ID) and sends Proof of Coverage + MSA Number to customer which will be the valid ACE ID for any future enrollment of devices.
6	Customer attends regular scheduled ACE Kick-Off calls as shared by Reseller.