

Faster onboarding, better asset visibility, and a device lifecycle program that scales with headcount

The Outcome

A leading observability software provider was experiencing rapid international growth and needed a procurement strategy that could deliver Apple devices quickly, consistently, and at scale across a hybrid global workforce. Presidio implemented a comprehensive Apple procurement and lifecycle management program that accelerated employee onboarding, improved asset visibility, and established a scalable framework for continued growth.

How They Got There

Presidio developed an end-to-end Apple program: centralized device procurement, global logistics and fulfillment, automated enrollment and zero-touch deployment, asset tracking and reporting, lifecycle management, structured refresh and buyback programs, and dedicated Apple advisory services. Pre-enrolled, pre-configured hardware shipped directly to employees, arriving ready to use.

Why It Worked

As the workforce expanded across regions, the existing ad-hoc procurement approach was creating inconsistency, inventory opacity, and onboarding delays. Centralized procurement with a direct-to-user delivery model solved all three. Presidio's Apple specialists also provided strategic guidance on device strategy - ensuring procurement decisions stayed aligned with long-term workforce planning.

The Situation

A leading observability software provider was growing rapidly across international markets with a hybrid workforce spanning multiple regions. As headcount expanded, the gaps in its device procurement and lifecycle management approach became more visible: onboarding took longer than it should, asset visibility across regions was limited, device refresh was inconsistent, and the administrative overhead of managing procurement across geographies was growing.

The Approach

Presidio developed a comprehensive Apple procurement and lifecycle management program. Presidio's Apple specialists worked directly with stakeholders to align procurement strategy with long-term workforce and technology objectives. The operational program included centralized Apple device procurement, global logistics and fulfillment, automated enrollment and zero-touch deployment, and direct-to-user delivery. Asset tracking and lifecycle reporting gave the technology team real-time visibility across the entire device estate.

The Result

Employee onboarding accelerated as pre-configured devices arrived ready to use. Asset visibility improved across all regions. Centralized procurement reduced administrative overhead and simplified purchasing across geographies. The structured refresh and buyback program improved device utilization. The program is built to scale alongside continued headcount growth without requiring additional procurement infrastructure.

"Presidio quickly established itself as a trusted technology partner. Their expertise, responsiveness, and ability to scale alongside our organization helped us improve operational efficiency while delivering a better experience for our employees." — Global Procurement & Technology Leader

Global

Apple procurement program across multiple regions - centralized, consistent

Zero-touch

Device enrollment - employees receive pre-configured hardware, ready from day one

Structured

Lifecycle management - refresh, buyback, and recovery programs in place