



Cutting-edge industry player experiences the power of Digicape's full-service offering

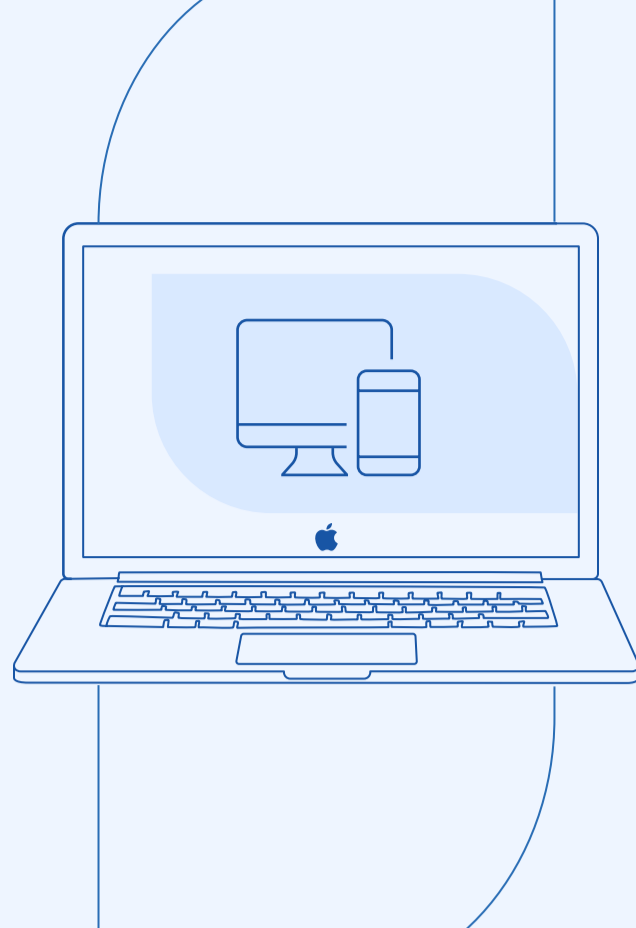
The KILOWATT journey with Digicape

For our Digicape team, your success is their success. And while our individual client journeys are never quite the same, a committed interest in each customer's business means our partnerships continue to grow over time.

From enterprise level integration to smaller businesses, our expert team is always ready to help our clients take the next step on their unique Apple journey, at their own pace.

For a small innovative business, like KILOWATT, operating at the forefront of the production design industry, they require a cutting-edge technology solution together with a knowledgeable, hands-on partner ready to guide and support them every step of the way.

By ensuring we always deliver so much more than our customers expect, they know that we're in it for the long haul. And this is certainly the case for KILOWATT.



About KILOWATT

KILOWATT is a progressive production design studio that delivers live event, stage, and brand architecture. Working within the fields of live performance, brand experience, spatial design, and corporate communication – its unique, innovative concepts merge design and technology to orchestrate scenic lighting, video, and motion into a singular vision to deliver unforgettable productions.

The beginning of a growing partnership

Like the start of many of our client journeys, a word-of-mouth referral saw the beginning of our partnership with KILOWATT. Here, our reputation for exceptional service as the go-to 'Apple people' brought about an initial consultation to determine the best solution to meet not only the sophisticated technology needs of the business but one that could be seamlessly integrated and used by its entire workforce.

And although some users were already familiar with the Mac operating system and its superior processing power – currently being used to run the existing advanced, resource intensive design and production software – the decision to set up and move the entire business to an Apple ecosystem from scratch meant some users would be moving from PC to Mac and require training and support throughout the process.

It's here that Digicape's training experts stepped in to support and guide users through Apple's user-friendly, intuitive operating system, as well as introduce them to the time saving tips and tricks designed to maximise productivity.



Tapping into the full Digicape consulting and training offering

Prior to the deployment, the Digicape Services team worked hand-in-hand with KILOWATT's IT department to build and test the Jamf MDM instance, to ensure the management and security needs of KILOWATT was met before their Go-Live date. All hardware comprising Apple Mac laptops, Mac Minis, and Mac Studios were enrolled in Apple Business Manager (ABM) before delivery. It was important to KILOWATT to secure their devices, standardise profiles, and logins across the organisation.

The Apple Device Enrolment Programme (DEP) provides a fast, streamlined way to deploy Mac and iOS devices within the business environment. With DEP, IT teams no longer face the ongoing headache of manually having to configure individual machines, and the end user gets the experience of opening the box for the first time.

Once activated, devices are immediately configured with account settings, apps, and access to corporate services over the air. There is no need for IT to physically access each device to complete setup.

This allows a simple, seamless, and reliable way for them to efficiently manage the Mac devices within their environment as it offers:

- Zero-touch Deployment
- Device Supervision
- Lockable MDM Profiles
- Mandatory MDM Enrolment
- Consistent Streamlined Setup



The magic of Apple Business Manager and our extra-special Digicape touches

On Go-Live day, each employee was presented with an individually wrapped device with a KILOWATT-branded gift tag including a special motivational message.

After experiencing the excitement of unwrapping their own personal device, exploring (and of course also work) could immediately start thanks to the pre-enrolment and automatic configuration through Apple Business Manager.

Providing HR with a list of the device serial numbers allocated to individual employees, is another way our team enjoys adding the little touches and flourishes that make the client experience that much easier and memorable, and one that keeps them coming back!



Delivering so much more than customers expect

The successful deployment of devices into the business not only ensures that their small IT team could save time and resources, but that KILOWATT could efficiently manage and administer all the devices within the growing Apple ecosystem. For employees, the ongoing support and the enhanced benefits provided by Digicape together with the ability to seamlessly integrate additional Apple devices such as iPhones, iPads, etc, and tap into the entire Apple ecosystem, is something that continues to surprise and delight.

Going forward, not only does the Apple Business Manager allow the simple, hassle-free deployment and easy management of individual devices but for the IT team it means the added benefit of purchasing apps in bulk and managing the licences for users ensuring the necessary software updates to optimise system efficiency and security.

The client's IT team also still benefits from ongoing advice and support from the Digicape team around best leveraging the full Apple ecosystem to maximise productivity and enhance overall operational efficiency where our people are considered their people and an integral part of their ongoing Apple journey.

It just works. Simplicity and reliability define the collaboration between KILOWATT, Digicape, and Apple. Whenever I fire off a late-night request, and the next day, it materialises at my office like clockwork, it's the lightning-fast efficiency of Digicape that cements our partnership.

**Gareth Hadden
CEO of KILOWATT**

At Digicape, we know that it's important for your business to keep up to date with the latest technology to stay competitive. That's why we support our clients every step of the way – from helping you choose the right technology and setting up the infrastructure to training, financing, and transitioning to the Apple ecosystem.

For access to a knowledgeable, hands-on team of IT experts so invested in your business that you'll think our people are your people, contact b2b@digicape.co.za

