

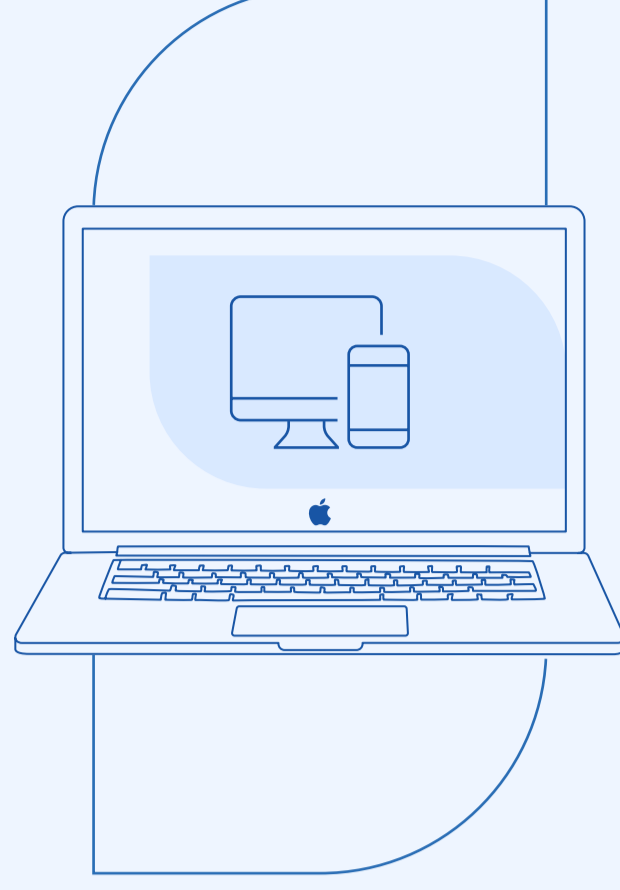


Digicape's affordable finance offering is helping WeconnectU grow its Apple ecosystem

The WeconnectU journey with Digicape

At Digicape we're passionate about what we do, and we are always on the lookout for innovative ways to deliver ongoing value to our clients. From securing affordable ways to finance their ongoing Apple journey to enabling next-level technical support through a customised online portal, we always go above and beyond to deliver more than what customers expect.

By knowing and understanding their needs and what's important for each individual client, we're able to forge long-term partnerships that continue to develop alongside of their businesses. This is certainly true of our tech-savvy client, WeconnectU, whose business, along with their Apple ecosystem, continues to grow from strength to strength.



About WeconnectU

Considered the home of intelligent property management software, WeconnectU offers the only end-to-end property management software ecosystem in the country. Its community management, rental asset management, and inspection and maintenance management software solutions are used by thousands of property professionals every day, adding tangible value to their lives and businesses.

Background: Meeting clients' needs big or small

Having been operating in a largely PC-based environment, the Digicape team were initially approached by WeconnectU to consult around enhancing efficiencies and cost savings through possibly growing the current Apple ecosystem, which at the time consisted of only a few Apple devices.

While value and reliability were key considerations for the WeconnectU IT team, reducing long-term cost to company together with ongoing technical support were equally important when it came to optimally managing the IT operations of its growing workforce.

Here, in addition to expert consulting around the right solution to meet its varied and growing needs, it was the option of Digicape's rent or rent-to-purchase finance solution, as well as Digicape's stellar reputation for delivering exemplary, hands-on after-sales support that sealed the deal for the procurement of 40 Mac devices and accessories.

Solution: Full-service offering seals the deal

Consulting, finance, and ongoing technical support solution

While WeconnectU's software developers required higher specced devices to meet their more sophisticated technology needs, devices from the MacBook Air range, still boasting impressive speed and performance provided the right-fit solution for the rest of their team.

To meet the client's operational needs and budget, Digicape recommended opting for its extended warranty and managed services offering. This allows the flexibility of three-year rental agreement whereafter they have the option of purchasing the device or trading it in should they want an upgrade.

Through the managed services offering, all devices are enrolled and managed through Apple Business Manager, which together with Mobile Device Management (MDM) ensures a simple, seamless and reliable way for the IT manager 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

To ensure the ongoing technical support that was so important to them, the Digicape team proactively went ahead and built a customised WeconnectU self-service support portal. This has proved a big hit among employees who now have instant access to technical experts always available to respond to queries or requests for assistance, as well as arrange the collection, repair, and return of any devices that may need repair.

The portal also provides quick, easy access to device storage and usage information, which makes life a lot easier for their IT team and is another way we look to deliver added value to all our clients.



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

Having already assisted the WeconnectU team setup and enrol the new devices in Apple Business Manager prior to deployment, employees could remain productive and literally hit the ground running on the day.

Not only did our Digicape team personally deliver the gift-wrapped, individually labelled devices and adapters – sharing in the excitement of the presenting and unwrapping of the new devices – but as delivery was taken over the Easter period, they took special pleasure in including an extra little chocolatey surprise too, a small touch that makes the client experience that much more memorable.

Going forward, the Digicape team continues to provide ongoing advice around growing and optimising efficiencies by tapping into the full Apple ecosystem, as well as providing invaluable technical support and are without doubt an integral part of their ongoing Apple journey.

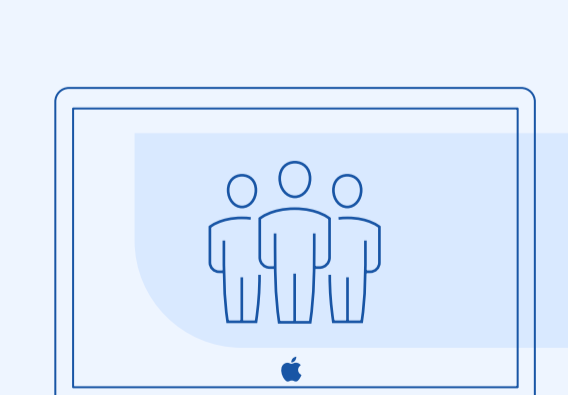


“We have found Digicape's service to be of a high standard and they strive to go above and beyond to assist us with our IT needs. They recently supplied us with a consignment of 40 MacBook Air M2 devices and facilitated a seamless transition from PC to Mac. This experience was exceptional.

They have a strong skillset in the Apple industry and offer a wide range of supporting services, including training, whilst continually aiming to improve and expand on their offering.”

– Derius Erasmus, Financial Manager

At Digicape, we know that it's important for your business to keep up to date with the latest technology to stay competitive; and 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