

academia
the technology group

BUYER'S GUIDE

Apple Higher Education Framework



Authorised Education Specialist

Academia Ltd

01992 703 900

support@academia.co.uk

The Progression Centre, Mark Road,
Hemel Hempstead, HP2 7DW

[Access Apple HE Framework Store >](#)

At Academia, we are committed to supplying Apple Hardware, Software & Associated Services to the Apple HE Framework with high levels of customer service, competitive pricing and a strong value add proposition.

We support our offering on this framework with a dedicated education account management team. Each institution has a designated senior account manager, two internal account managers, and a customer service representative who are responsible for providing outstanding customer service.

The senior account manager is responsible for conducting quarterly review meetings to discuss our service, future projects, and product updates.



Why Choose Academia



Authorised
Education Specialist



Rank 1 Supplier



A dedicated account management team



Sustainable levels of
discounted pricing



Full support for eProcurement solutions
commonly used by HE institutions



Online store to access pricing and place
orders 24/7



Access to thousands of different product
lines via an online configurator



Tailored support offerings
(on-site support desks, Hosted MDM, Managed Mac
estates, recycle and reward schemes)



Increased emphasis on supplier and
environmental responsibility





How to contact us

Higher Education Sales:
01992 703 900 (Option 1)
he@academia.co.uk

Customer Services:
01992 703 900 (Option 6)
support@academia.co.uk

Technical Support & Repairs:
020 8400 9400
applerepairs@academia.co.uk

Lead - Dan Hodson:
01992 703909
daniel.hodson@academia.co.uk

Framework Info:
bids@academia.co.uk

eProcurement:
det@academia.co.uk

Address:
**The Progression Centre,
Mark Road, Hemel Hempstead, HP2 7DW**



What is AcademiaCARE

AcademiaCARE is an extended warranty for your Apple device. We offer several different types to cater to all your Apple needs.

We supply three year warranty with every Apple device (excluding iPhone) with an option to extend to four and even five years.

This gives you peace of mind that your device will be cared for years down the line if anything was to go wrong.

AcademiaCare goes further



Free collection & returns



Repaired or replaced



A personable experience



4 & 5 year Options

Other CARE Options

CampusCARE?



SwitchCARE?



Having one supplier provides easy to access and consolidated asset data and enhanced and consistent account management.

It's simple

to raise a claim or if you have any queries all you need to do is email applehe@academia.co.uk

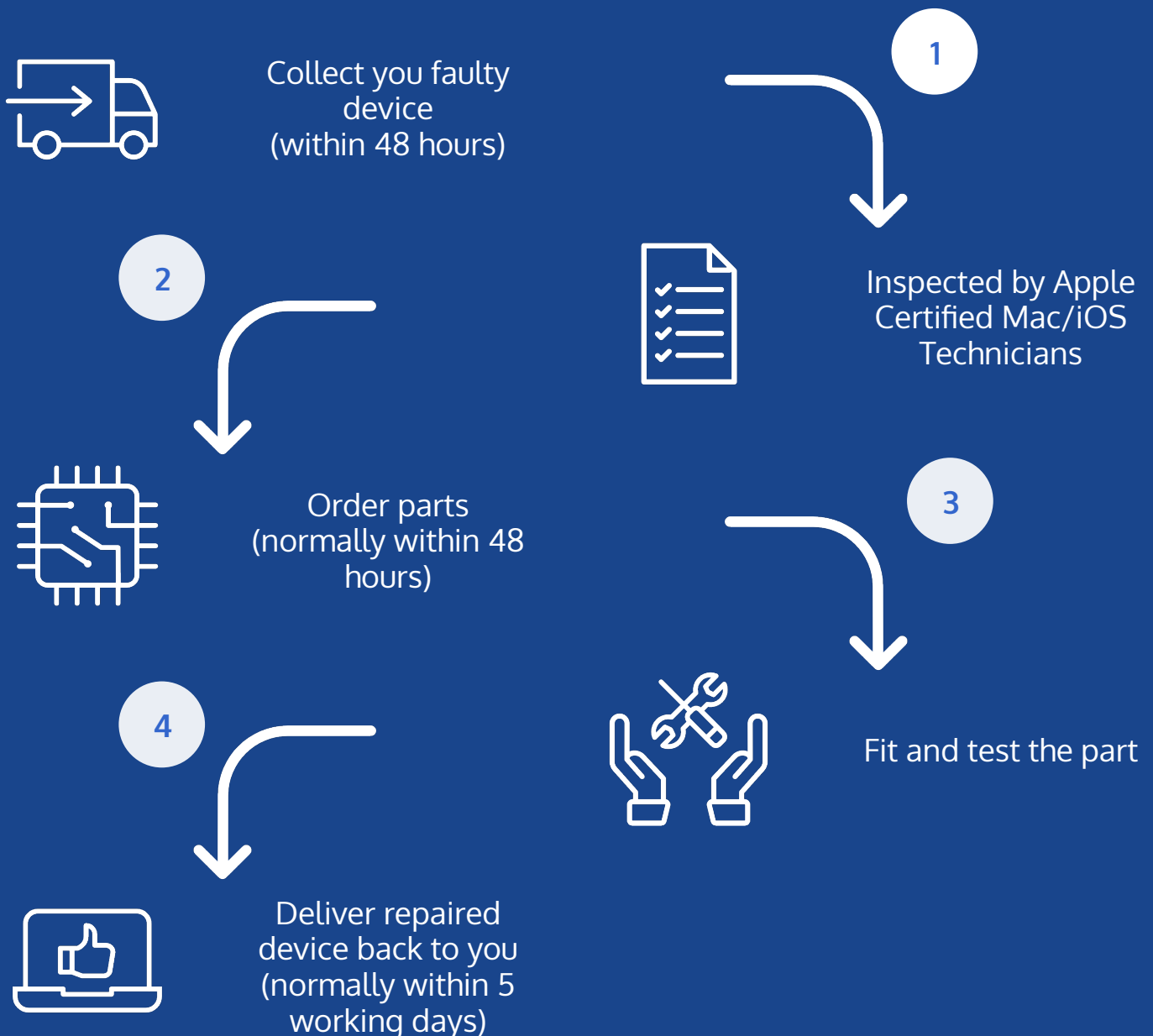
The AcademiaCare Journey

For the first year of purchase, the device is covered by Apple.

You can either take the faulty unit into a local Apple Shop, or, as an authorised Apple Repair Center, you can request via Academia.

After the one year's warranty is up, you have 2 (iPad) or 3 (Mac) years further cover with Academia.

The device will be collected from you, free of charge, and we will inspect your faulty device and repair it. On average, our repairs take 5 working days to come back to you upon receipt of the device.



Learn how a number of our clients are using our technology services in education right now

Simply click on the case study below to find out more or
[View all our Case Studies Here >](#)



Middlesex University

How providing Mathematics students with a fully managed iPad solution is transforming student learning and support at Middlesex University.

[Read More >](#)



University for the Creative Arts

How the University for the Creative Arts refreshes a large proportion of their Apple technology each year, helping to prepare students for the creative market.

[Read More >](#)



Coventry University

This video explores how the Apple MacBook and the 1:1 model has transformed teaching and learning at Coventry University.

[Read More >](#)



University of Gloucester

See how Academia's model helps the University of Gloucester achieve a circular approach to IT, with the refurbishment and re-use of assets.

[Read More >](#)



[View all our Case Studies Here >](#)

Apple HE Framework Online Store >

Our Apple HE Framework Store offers easy-to-use tools to make your procurement process seamless. Please follow the link above to register.



Discounts on RRP



Get a quote in seconds



Free Delivery



Real-time stock



Customised your Mac

eProcurement

We also offer a dedicated custom store for your institution which can easily be integrated with your eProcurement/finance system, improving the efficiency of your procurement process.



Fully automated process with reduced burden on your procurement department



Error-free invoicing & Full control over your organisation's spending patterns



Up-to-date product information & repeat purchases

eProcurement marketplace

We have integration partnerships with all major eProcurement solution marketplaces

- Science Warehouse
 - Parabilis
 - Oracle
 - SAP Ariba
 - Coupa
- Proserve/Basware
 - SciQuest
- Pecos Plus others

Transform your setting with our Tech Solutions

Our aim at Academia is to help organisations get the very best from their IT, ensuring digital technology is being used effectively & sustainably.

Our Services



IT Managed Services



Apple Solutions



Hardware & Infrastructure



Software Licensing



Cloud Services



Managed Document Services



Telephony Solutions



Lifecycle Management



Managed Print



MSP

[View all of our Services here >](#)



Leading sustainable, carbon-neutral value-added reseller

We all have a role to play in building a better future. For Academia, being a sustainable company means being mindful of every aspect of our company, from paper cups to the reuse of technology

Our Goal

As part of our environmental strategy, Academia have engaged with sustainability initiatives in order to pursue our goal of carbon neutrality. A notable scheme that we have engaged with is Ecologi. We have partnered with Ecologi through donating a dedicated spend amount annually, which is then used to plant trees to offset carbon emissions. This has been instrumental towards our plans to become a leading sustainable, carbon-neutral value-added reseller.



Carbon Footprint Report

We have prepared our annual Carbon Footprint report, which will be published in 2022. This outlines our full footprint in line with the WRI Greenhouse Gas protocol measuring our Scope 1, Scope 2 and Scope 3 emissions.



Carbon Calculator

We are currently publishing a carbon calculator to understand how many carbon emissions are being avoided by our recycling and upcycling efforts. We have recycled and resold 40,000 devices back into use.



Improve

Business Operations and Logistics

Academia are working to implement comprehensive energy efficiency across our organisation and business spaces. Currently, we implement empty box module firewalls at our datacentre, providing single-source power for multiple firewalls from a single location, significantly lowering energy costs. We are aiming to drive complete carbon neutrality in all our operations within 9 years across all office spaces, configuration centres and datacentres.



Circular Economy

Academia already promote a circular economy and regularly market our ReviveIT service, in which we collect, refurbish, and resell legacy devices.

See an example of how we promote this >



Academia Ltd.

01992 703 900

support@academia.co.uk

The Progression Centre,
Mark Road, Hemel Hempstead, HP2 7DW

[Apple HE Framework Store >](#)

[Academia Website >](#)