



Apple Professional Services

Mac OS X Installation

Key Features

Reliable

- Fast, expert installation or upgrade
- Direct from Apple
- Services performed by expert Apple technical representatives

Simple

- Single source for:
 - Apple hardware
 - Mac OS software
 - Software installation

Affordable

- Cost-effective software installation

Mac OS X Installation offers an easy, affordable way for organizations to install or upgrade to Mac OS X, the world's most advanced and intuitive operating system. Mac OS X combines the power and stability of UNIX with the simplicity and elegance of the Macintosh.

Because Mac OS X Installation comes directly from Apple, you get a one-stop solution for hardware, software, and installation service from the people that know your Mac systems best. You eliminate the overhead of opening multiple purchase orders, and are assured of a fast and reliable migration to Mac OS X.

Scope of services

- Preinstallation onsite review
 - Identify all system profiles before upgrade
 - Identify all Apple and third-party software applications
 - Identify system and network software and configuration before upgrade
 - Complete a Statement of Work and have it approved
 - Schedule an onsite appointment for the upgrade service
- Mac OS X installation
 - Verify that each system is operational before upgrade
 - Verify the initial system and network configuration
 - Install Mac OS X
 - Verify the final system and network configuration
 - Verify that the system is operational after upgrade
 - Notify you that the upgrade is complete and the system is ready for use
 - Provide a Service Completion Report for your signature



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Prerequisites

- Purchase of Mac OS X for all systems on which the installation is to be performed
- These minimum system requirements:
 - Power Mac G3, G4, G4 Cube; iMac; PowerBook G3, G4; or iBook computer*
 - 128MB of physical RAM

* Original PowerBook G3 and processor upgrade cards not supported.

Availability

- May be provided at multiple locations for an additional charge
- May not be available in certain geographic locations
- Performed Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

Ordering Information

To order Mac OS X Installation or other setup and installation services, call 800-848-6398 or contact your Apple sales representative.

Mac OS X Installation

- Up to 10 units
Order no. D1600LL/A
- Additional units
Order no. D1601LL/A

This service does not include:

- Mac OS X software
- Installation at multiple physical locations for fewer than 10 systems per location
- Installation of memory cards
- Software or driver upgrades
- Repairs found to be necessary during initial testing
- Setup or installation of hardware or software not purchased from Apple
- Backup of customer data or applications
- Loading or converting customer data or electronic files
- Network troubleshooting or repairs
- Network administration, such as setting up file sharing or passwords on file servers
- Redesigning an existing network or planning and designing a new network
- Connecting computers and peripherals to a LAN
- Removing packing materials and product boxes from the site (hauling)

Note: These services are available for an additional charge.

Features	Benefits
Preinstallation review	<ul style="list-style-type: none"> • Promotes successful operating system installation • Ensures that your systems are evaluated by people who know Mac systems thoroughly
Fast, reliable installation	<ul style="list-style-type: none"> • Gets your systems up and running quickly and correctly • Provides immediate productivity for your staff and students
Easy purchasing	<ul style="list-style-type: none"> • Simplifies your technology choice because you can get both the operating system and installation services from Apple • Lets you use a single purchase order for both software and installation
Installation performed by expert Apple technical representatives	<ul style="list-style-type: none"> • Gives you the peace of mind of knowing that your system software is being upgraded by an Apple expert • Frees your internal staff to focus on other responsibilities
Flexible scheduling	<ul style="list-style-type: none"> • Helps you meet your deployment timeline
Affordable pricing	<ul style="list-style-type: none"> • Allows you to enjoy the benefits of expert system software upgrades at a low cost

For More Information

To learn more about Apple Professional Services consulting, setup and installation, training and certification, and technical support offerings in the United States and Canada, please call 800-848-6398, visit www.apple.com/services, or email services@apple.com.



Look for this logo to find great products for your Mac.

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