

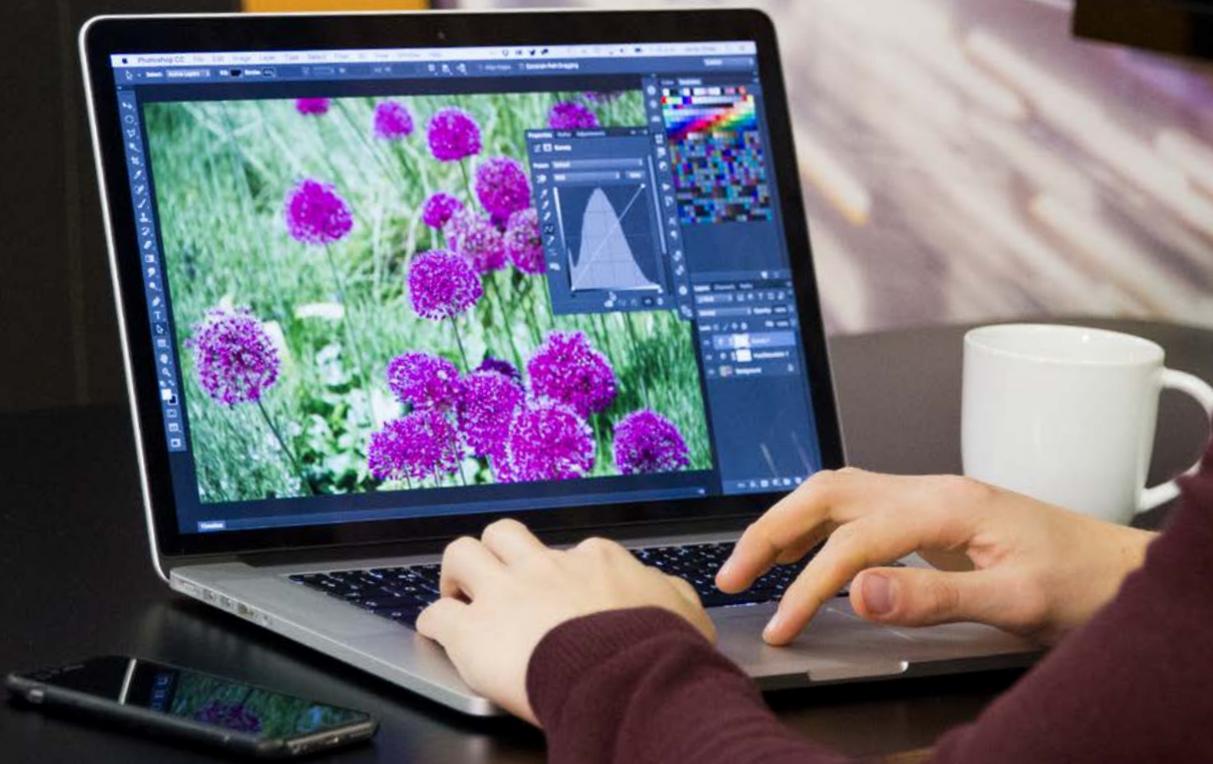


Authorised Reseller

JIGSAW24

# Introducing the best way to procure Apple hardware with Jigsaw24 and The University of Nottingham framework

Let Jigsaw24 provide you with the service you expect when purchasing Apple technology. With our great pricing, £3 million in stockholding, next-day delivery and highly-accredited expert staff, we can deliver the top-notch service you require.



# Why choose The University of Nottingham Framework?

## Let Jigsaw24 provide you with the service you expect when purchasing Apple technology

When The University of Nottingham originally went to tender for an IT provider, they had a strict list of criteria that any potential partner needed to meet. Thanks to our great pricing, £3 million in stockholding, next-day delivery and highly-accredited expert staff, we could provide the top-notch service they required.

Thanks to The University of Nottingham's diligence, you can skip the research phase of finding a new supplier and sign straight up to a framework which offers:

- Improved delivery times due to better levels of stock, with live stock updates directly from our warehouse.
- The option of a pre-agreed product list to ensure staff only order approved models and specifications.
- Regular reporting (either quarterly or at your preferred times) for better procurement monitoring across the entire campus.
- An automatic 30-day credit account for every university.
- A university-branded purchasing portal or integration with e-procurement platforms such as SciQuest.

- Improved pricing with better warranty options.
- Friendly, honest staff and proper account management.
- Delivery to different departments rather than one central location.

### How we deliver... improved service levels

- **Vast stockholding.** We hold up to £3m of Apple hardware in stock, and offer configured to order hardware.
- **Next day delivery.** We've got the essential kit on hand for next day delivery, and can deliver to departments rather than a central location.
- **Apple repairs.** Our typical turnaround time is no more than four business days, including nationwide collection and return. We also offer next day loans when necessary.

### How we deliver... value for money

- Four year warranties instead of the usual three.
- Open, honest and competitive Apple pricing.
- Extended usable lifetime of devices due to our upgrade and refurbishment services.

- Dedicated account management and support.
- Older models available at discounted prices.
- Management information allowing efficient, pan-university understanding of purchases and assets.

### How we deliver... purchasing portal integration

- Backend ordering system integrated with the university's purchasing portal SciQuest.
- In-house development and analysis team.
- Proven track record of customer portal provision.

### How we deliver... a greener service

- We partner with local environmental company Go4Greener.
- Our warehouse uses recycled paper.
- Packaging comes from local suppliers, minimising carbon footprint.
- All boxes are made from 100% recyclable natural and renewable sources.



## Working with...

# The University of Nottingham

**Wondering how the framework came about? Well, The University of Nottingham wanted to centralise their Apple procurement and ensure that every Mac in their estate had the same level of protection and support, so they decided to build their own procurement framework. After a competitive tender process, Jigsaw24's expertise, value for money and ability to hit SLAs saw us chosen as the university's sole Apple provider.**

The University of Nottingham is primarily a PC-based organisation, but they wanted to ensure that all their Macs, and especially those used by their School of Psychology and their Marketing, Communications and Recruitment team, had the same level of support as their PCs.

Over the years, they had tried a number of strategies but without success – buying ad hoc from different suppliers didn't give them consistent support, and various exclusive agreements weren't offering the level of service they wanted. Finally, they decided to design their own framework and put it out to tender, ensuring that any vendor they worked with could meet certain key criteria.

"The reason that we wanted our own contract rather than buying off the back of a consortium deal was that we particularly value some extra services," explained the university's Apple Supplier Relationship Manager, Kevin Hopkins. "For example, we have a defined replacement cycle of four years on all our desktop computers, so we want to make sure they're all warrantied for that length of time then we can be sure staff will have full use of that kit for that period of time, without any further expenditure."

When the university's existing support contract came up for renewal they went out

to tender with four key criteria: value for money; supply and service; orders and delivery processing; sustainability. Based on our combined score, Jigsaw24 managed to secure the contract.

"We'd always had good feedback about Jigsaw24 [back when schools chose their own suppliers], and we're still getting good feedback on what they do and their flexibility," said Kevin. "For example, we use SciQuest, and they've worked with us to develop a punch-out site that gives us extra admin interfaces so that we can see previous orders and quotations. Being able to sit down with our account manager and their development team to go through things and work on improvements has been really useful."

And because of our broad expertise, we've also been able to help the university with some of their non-Apple queries. "We've been able to enquire with Jigsaw24 about audio-visual content creation and support, (as we use Apple kit for this type of work) and they've been very good for our staff – particularly in research – who have been able to find solutions by working with partners that Jigsaw24 have recommended to them.

"As well as their technical knowledge, sales knowledge and high rate of hitting their SLAs, [Jigsaw24 offer] a lot of intangible benefits that aren't in the contract, they're just part of the ethos of the company. So for example, if [a member of staff] lives locally to their office, Jigsaw24 lets them collect their own kit, and when a researcher found out they needed the data off a machine that was in for repair so they could travel abroad to present it, Jigsaw24 pulled the stops out to get their laptop back to them within a day. They go the extra mile to help us."





# Your key info

## Everything you want

### Tender details

<b>Threshold:</b>	OJEU
<b>Organisation:</b>	The University of Nottingham
<b>Main activities:</b>	Education
<b>NUTS Code:</b>	Nottingham (UKF14)
<b>Type:</b>	Supplies – contract award notice
<b>CPV Code:</b>	30213000 Personal computers 30213100 Portable computers 30213200 Tablet computers 30213300 Desktop computers 30213500 30230000 Computer related equipment 30237000 Parts, accessories and supplies for computers
<b>Market:</b>	Supply contract
<b>Award criteria:</b>	Quality criterion - Name: Delivering an excellent student and staff experience / Weighting: 20 % Quality criterion - Name: Ordering and order fulfilment / Weighting: 15 % Quality criterion - Name: Service and account management / Weighting: 10 % Price - Weighting: 40 %
<b>Published:</b>	Saturday, September 16, 2017
<b>Tender ID:</b>	2017/S 178-364350

### Our details...

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