



Professional Services

Enterprise Solutions from Apple Enterprise Software

Key Features

Consulting Services

- Technical professionals with strong experience in building enterprise solutions
- WebObjects experts with a direct link to the product development team
- Hourly or monthly project engagements
- On-time and on-budget project completion
- Knowledge and technology transfer

Training Classes

- Instructor-led courses available on-site and off-site
- Hands-on programming to master WebObjects
- Comprehensive and intensive development and deployment curriculum

Technical Support

- Three levels of support to meet enterprise needs
- Development and deployment assistance

Apple Enterprise Software develops leading-edge products that provide competitive advantages to organizations deploying web-based applications. Leading-edge software is one of the benefits of working with the Apple Enterprise team; outstanding professional services is another. The Apple Professional Services group stands behind your enterprise solution every step of the way. Offering services such as WebObjects application design and development, project planning and management, technical support, and developer training, our Professional Services team is dedicated to helping your business succeed.

Focused on results and committed to working together, Apple Professional Services assists your organization by providing on-site and off-site consulting services, training classes, and technical support.

We believe experience matters. Whether your organization requires a comprehensive engineering consulting program, a series of developer training classes, or telephone support services, Apple Professional Services delivers. Let us help you harness the power of WebObjects to meet your enterprise needs.

Consulting Engineering Services

Experience matters

Consulting Engineering Services is made up of professional Consulting Engineers (CEs) with expertise in the analysis, design, development, and deployment of enterprisewide Internet, intranet, database, and object-oriented applications. These professionals draw on their direct link with Apple's core engineering and product development teams to assess and implement solutions that provide your business with a competitive advantage.

On-site or off-site, Apple CEs work closely with your team and third-party vendors to determine the best combination of Apple products, third-party software, and custom development to yield the highest-quality solution for your business. For example, our team accepts project, hourly, or monthly engagements to ensure efficient and effective project implementation, on-time and on-budget project completion, and, most important, extensive knowledge and technology transfer.

Our CE's expertise comes from working with many of Apple's 3,000 WebObjects customers, including Fortune 500 companies in various industries such as financial services, telecommunications, government, retail, manufacturing, broadcast, insurance, logistics, health care, and technology.



Specification Sheet

Professional Services

Specifically, Apple CEs can assist your organization with:

- Project management
- Requirements assessment, including building specifications
- System architecture
- Application design
- Development support
- Integration with legacy systems
- Access to data sources
- Performance tuning
- Deployment assistance
- Application reengineering
- Mentoring and knowledge transfer

To serve your needs, our CEs have experience with a wide range of operating system platforms—including Solaris, Windows NT, HP-UX, and other UNIX versions—and software platforms, such as Oracle, Sybase, Informix, PeopleSoft, DB2, SAP, and many others. Our CEs are also experts in a variety of languages, including Java, C, C++, Objective-C, and various scripting languages.

With Consulting Engineering Services, your organization gains the most skilled and knowledgeable professionals to ensure a competitive advantage—increased revenue, improved customer satisfaction, lower IS costs—using WebObjects now and into the future.

Training Classes

The fastest way to master WebObjects

Get a head start using the powerful WebObjects development tools and frameworks. Apple's instructor-led training focuses on the practical skills your development teams need to build complex, dynamic web applications. Classes are hands-on, giving your developers real experience with WebObjects. The courseware is developed and maintained by our WebObjects curriculum developers, and incorporates a wealth of practical experience gathered from Apple engineering, consulting services, and technical support. The following WebObjects training classes are currently offered across North America and Europe (www.euro.apple.com) through Apple and our certified training partners:

- **Programming WebObjects**

To ensure a quick and successful start with WebObjects, take our in-depth introductory class on WebObjects application development. This course teaches you to build and deploy dynamic web applications. In lectures and hands-on labs, you will learn how to design dynamic web pages, create custom business objects in Java, and integrate information from databases. You will also learn to use the WebObjects development tools, online documentation, and various troubleshooting techniques. The class requires Java programming experience and a knowledge of object-oriented concepts.

- **Programming WebObjects II**

To optimize your web applications for data access, take our advanced class on the powerful integration features of WebObjects. Through lectures and hands-on labs, you'll learn how to integrate a variety of data sources into your web application, connect your business objects to data sources, create simple and complex fetches, generate primary keys, and manage changes to the data. This class also includes topics such as locking, validation, exception handling,



faulting, and adaptor customizations. The class requires Java programming experience, knowledge of object-oriented concepts, and completion of the Programming WebObjects class or previous experience with WebObjects.

Regardless of how many developers your organization needs to train, Apple Professional Services can deliver courses at our facilities or at your location.

Technical Support

Advice from the experts

Apple Professional Services offers Technical Support packages designed especially for enterprise customers. Our team provides three levels of support, built on the same set of core components, to meet your business needs.

- **Enterprise Bronze Support**

- Incident-based, cost-effective, flexible support option
- Support via telephone and e-mail

- **Enterprise Silver Support**

- Unlimited-incident support via telephone and e-mail
- Two authorized customer support contacts
- Unlimited support access for authorized contacts during regular support hours
- Priority call handling
- Quarterly status reports

- **Enterprise Gold Support**

- Highest level of support, providing direct links with technical staff and Apple Enterprise Support Engineers
- Unlimited-incident support via telephone and e-mail
- Highest priority handling of customer issues
- Four authorized customer support contacts; customer management contact
- Custom patches
- Monthly status reports

For more information about these Technical Support packages, please contact your Apple Enterprise Software sales representative.

In addition, Apple Professional Services offers a free “Support Archive” for problem troubleshooting that can assist individuals with specific questions regarding WebObjects.

For More Information

For more information about Apple Professional Services, call 1-800-848-6398 or visit www.apple.com/webobjects.

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