

CAPABILITY STATEMENT

entire
HUMAN-POWERED TECH

WHO WE ARE

We're Entire Tech – human-powered tech, making tech work for you and your business.

Since 2003, we have grown to a team with a wealth of knowledge and expertise in many industries, from retail customers to small and medium businesses in the creative, mining, architectural, manufacturing and education markets.

Entire Tech was established as an Apple Authorised Reseller in 2006, and in 2015 we became an Apple Authorised Service Provider and a part of the Apple Consultants Network. These three accreditations allow us to sell, service and design solutions for all Apple products and accessories, in and out of warranty.

WHY CHOOSE US

QUALITY ASSURANCE Being an Apple Authorised Reseller means we can sell and provide genuine Apple finished goods and products. Being an Apple Authorised Service Provider means we specialise in providing repair services on all Apple products and accessories, in and out of warranty, as only Authorised Service Providers can obtain genuine parts directly from Apple. This allows us to deliver exceptional customer service to the highest standards in accordance with Apple's stringent guidelines.

PREMISES Our walk-in location in Myaree is architecturally-designed and custom-built to provide the best service experience for our customers, as well as state-of-the-art facilities and tools for our technicians. With dedicated store-front parking, our premises are also fully wheelchair-accessible and include an ACROD parking bay.

TECHNICIAN CERTIFICATION Our service team comprises Apple Certified Macintosh Technicians able to conduct diagnostics, repairs, modifications, alterations and upgrades on all Apple products. Becoming certified to repair Apple Macintosh systems requires passing both a software and hardware exam. Certifications are maintained and renewed on an annual basis via Apple's recertification examinations.

OPERATIONAL EXCELLENCE As an Authorised Service Provider, we are required to consistently meet Apple's stringent standards around these three key areas: service levels, certification of technicians and availability of service to customers. Apple conducts annual audits and reviews of Service Providers to ensure these high standards are consistently upheld and met.

MANAGEMENT/TEAM PROFILE

Headed by our Managing Director David Locke, our Apple Service team has a combined experience of more than 50 years in the Apple eco system.



David Locke
Managing Director

Widely respected, Dave Locke has worked in the technology industry in Australia for over 30 years. Whilst he has multiple disciplines, he is most passionate about delivering an experience. Great business outcomes are our benchmark, but how he and his team make the customer feel is a primary focus. He has an eye for detail, curious by nature, specializes in simplification and known for his lateral thinking to complex issues.



Ridwaan Szczurek
*Chief Technologies Officer,
Apple Service Manager*



Seth Giometti
*Certified AppleCare iOS and
Mac Technician*



Nash'aa Nashid
*Certified AppleCare iOS and
Mac Technician*



Authorised
Service Provider

Consultants
Network

Authorised
Reseller

T (08) 6555 1888
A Unit 3/17 Hulme Court, Myaree 6154
P PO Box 4150, Myaree BC WA 6960
W entire.tech