

Workstation Assurance

Your workstations are the workhorses of your business.
Don't watch the clock waiting for repairs.

Complete Coverage Including Accidental Damage

Extended workstation coverage is designed to ensure cost certainty and minimal downtime in the event of a failure or accident, like the unfortunate coffee spill. And get a replacement device in your hands sooner with Advanced Exchange.

Service Details

- Accidental damage coverage protection from drops, spills, and the unexpected*
- Unlimited manufacturer's defect claims throughout the term of the agreement
- Advanced Exchange – don't wait for repairs; replacement devices ship immediately
- No reinstatement fees even if previous coverage has lapsed
- A veritree-verified tree planted for each warranty purchased
- Service in the USA, Canada, the UK, Australia, and New Zealand

Benefits of Workstation Assurance

Our service plans are designed to provide comprehensive support for your business.

- **Instant Coverage**
 - o Instant extended coverage across all major vendors
 - o Cost-certainty – no repairs, shortages, or unexpected fees
 - o Advanced exchange for a worry-free full replacement
- **World-class Service**
 - o Instant email support with North American-based help desk
 - o Trusted by the world's leading enterprises
- **Protect Yourself & the Environment**
 - o 1 blockchain-verified tree planted for each workstation covered
 - o Offset the effects of e-waste while protecting your workstations

Coverage Includes

- Accidental damage protection
- Full device replacement
- A tree planted for every device covered by Workstation Assurance

Infrastructure Protection

Your servers and networking equipment are the lifeblood of your business. That's why we require Infrastructure Protection to safeguard you from unexpected downtime or costly repairs.

24x7 Coverage for Your Essential Technology Infrastructure

Infrastructure Protection is designed to dramatically reduce risk associated with running out-of-coverage equipment. Ensure that your business can continue to operate in the event of a critical system failure.

Service Details

- 24x7 service desk with immediate parts dispatch
- 18,000+ customers, 500,000+ parts, 3,900 employees
- Response on-site in as little as 4 hours*
- Available for servers and networking equipment
- Service in the USA, Canada, the UK, Italy, Ireland, Netherlands, Germany, France, Australia and New Zealand*

Benefits of Infrastructure Protection

Our service plans are designed to provide comprehensive support for your business.

- **Reduce risk while extending the useful lifespan of your hardware**
 - Comprehensive coverage across all major vendors
 - Mitigate risks associated with out-of-warranty hardware
 - Increase useful life of expensive-to-replace, fully functional equipment
- **Instant Purchase**
 - Instant extended infrastructure coverage for all mission-critical devices
 - Peace of mind knowing devices are protected from risk without downtime
- **World-class Service**
 - Instant, 24x7 email support with US-based help desk
 - Trusted by the world's leading enterprises
 - 4-hour on-site service response (where available)

All Service-Level Agreements Include

- 24x7 help desk support with quick answer time
- 24x7 access to highly knowledgeable technicians
- All parts and labor required for repair

Trusted by 90% of the Fortune 500, including:



Trusted by U.S. Government agencies, including:

