

DEVICES ALWAYS WORKING.  
STUDENTS **ALWAYS** > LEARNING™  
**GUARANTEED.**

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**LEXICON**  
CELEBRATING 25 YEARS! **TECH SOLUTIONS**

K-12 DEVICE MANAGEMENT SOLUTION

We developed our AlwaysLearning™ Device Management program to ensure that students and teachers have uninterrupted access to technology, even when inevitable failures occur.

We understand that every school has unique needs and challenges. We value relationships over contracts and mission over formalities. If Lexicon can help you solve an unexpected issue, or adjust our services to accommodate changes in your needs, we are always eager to devise creative solutions to support our joint mission of maximizing your students' academic performance.

Lexicon offers a simple yet complete solution to managing your technology assets year round. Contact us to discuss how we can best support your district's needs.



*Joshua King*

Josh King, CEO  
Lexicon Tech Solutions  
[jking@lexicontech.com](mailto:jking@lexicontech.com)

**LEXICON**®  
TECH SOLUTIONS



“

Lexicon is more than a trusted partner. We value the relationship because they go above and beyond for our schools. They allow our teachers and students to teach and learn seamlessly. We can rely on Lexicon to be there when needed and to add value to our support and service mission.

”

JIM FARMER, CTO Fayette County Public Schools, Georgia







## LEXICON'S PROVEN DEVICE MANAGEMENT SOLUTION

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### UNLIMITED ACCIDENTAL DAMAGE PROTECTION

All devices are eligible for coverage, including new, existing, and devices not in good working order.

### NO PARTS DELAY

The day your contract is signed, we bulk order parts for all your devices. This allows us to bypass repair delays and ensure the fastest turnaround time possible.

### EFFICIENT REPAIR & MAINTENANCE

We perform a full diagnostic on every device to identify both reported and unreported issues. Specialized microelectronics component-repair, device testing, and quality checks for full functionality eliminate the need for repeat returns.

### FULLY MANAGED DEPLOYMENT

We customize our deployment services to meet the needs of your district, including repackaging to save space and waste, performance testing, and distributing devices down to the student level.

- Shipping & Receiving
- Unboxing & Kitting
- Friendly Packaging & Recycling
- Device Imaging
- Performance Testing
- Asset Data Capture & Tagging
- Customized Distribution



**SPARE POOL MANAGEMENT**

Lexicon’s spare pool services ensure your schools stand ready to replace broken devices with working spare devices at a moment’s notice.

**WARRANTY GUESSWORK REMOVED**

When damage occurs, simply enter the device in RepairEngine®. We handle all warranty issues from there.

**NO QUESTIONS ASKED (NQA) POOL**

Your “easy button” for uncovered incidents. With an NQA pool added to your AlwaysLearning™ coverage, Lexicon will replace devices over your service period with no questions asked and no additional charge.

**BATTERY REPLACEMENT**

If added to your AlwaysLearning™ coverage, Lexicon will replace a percentage of your batteries over your service period with no additional charge.

**SINGLE-SOURCE WARRANTY COVERAGE**

<div><b>LEXICON</b> <small>TECH SOLUTIONS</small></div>	<b>ADP</b>	<b>OEM</b>	<b>BATTERIES, CHARGERS, &amp; ACCESSORIES</b>
New Fleet Coverage	<div></div>	<div></div>	Manufacturer warranty for defects  +
Existing Fleet Coverage	<div></div>	<div></div>	
Devices not in good working order	Discounted Flat-Rate Repair with AlwaysLearning™ Enrollment		Optional battery replacement coverage



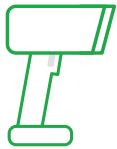




# REPAIR > ENGINE®

## CLOUD-BASED REPAIR MANAGEMENT PLATFORM

We've made it easy for schools to request repairs, track device status, and discover common hardware failures.



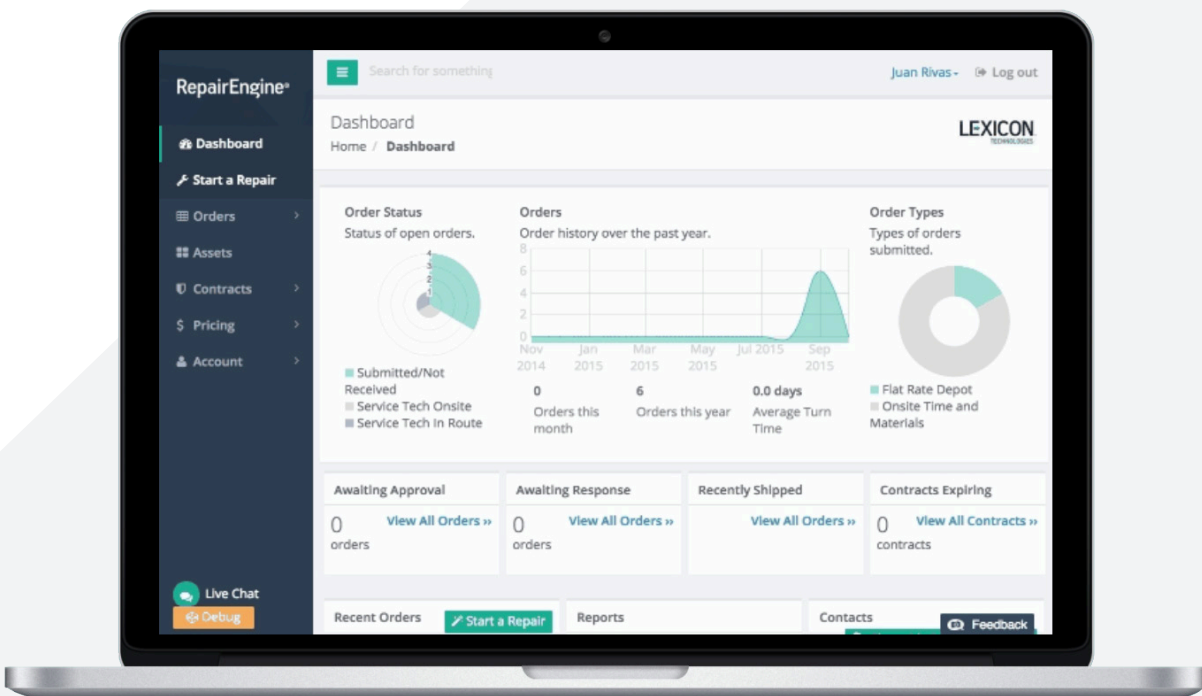
1. SCAN THE DAMAGED DEVICE AND THE SPARE POOL DEVICE.



2. CLICK ENTER TO START YOUR REPAIR REQUEST.



3. TRACK REPAIR STATUS IN REAL-TIME.



# SPARE POOL

## A SIMPLE SWAP

Damaged device? Scan it into **RepairEngine®**, scan the spare pool device out, and send the student back to class. That's it.



Each week, Lexicon will pick up any damaged devices and take them to our **75,000 s.f. repair factory** to begin repairs.











# GLOBAL OEM PARTS OUTSOURCING

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The advantages of using Lexicon as your parts supplier include lower costs, lower risk of parts unavailability, and shorter lead time.

## DEVICE MANUFACTURER OR DOMESTIC WHOLESALE



### Higher Costs

Pay several markups: contract manufacturer, exporter, wholesaler,



### High Risk of Unavailability

OEM'S maintain low inventory levels and tend to transition focus to maintaining inventory or newer models.



### Longer Lead Time

Many repair providers source parts as needed, added to their turn time.



## ROBUST INVENTORY BACKED BY GLOBAL SUPPLY CHAIN



### Lower Costs

Purchase in bulk directly from overseas manufacturers right to the source.



### Low Risk of Unavailability

Purchase parts for your devices in bulk: Large inventory to support your repair needs.



### Shorter Lead Time

Purchasing bulk parts inventory in advance greatly reduces repair turn time.

# FLAT RATE REPAIR

WE REPAIR WHAT OTHERS REPLACE  
SAVING YOU TIME & MONEY

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## 99.9% FIRST-TIME REPAIR RATE

We perform a full diagnostic on every device to identify both reported and unreported issues. Device testing and quality check for full functionality eliminates the need for repeat returns.

## ADVANCED REPAIR CAPABILITIES

Specialized microelectronics (BGA rework; X-ray inspected welds; Key-injection) allow for component-level repair. We are able to repair what most other providers would have to replace, saving you time and money.

## INDUSTRY CERTIFICATIONS

Lexicon is ISO 9001:2015, and follows MSD JEDEC STD-033C. We are also ESD (Electrostatic Discharge) certified to further extend the life of your devices.



## QUALITY ASSURANCE

We test every device for full functionality before returning it to you, eliminating the need for repeated returns for repair.

## WE STAND BY OUR WORK

All repairs come with a 60-day warranty.

\*ESD Association studies show that failure to use ESD management decreases device life by 8-33%.



# MULTI-MANUFACTURER SUPPORT

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Lexicon supports devices from all manufacturers and can obtain repair parts for any model.



Lenovo

acer®



# ADDITIONAL SERVICES



## DEVICE REFRESH



Ideal for collection, repair, and redeployment of devices moving between grade levels.

- School Pickup
- Device Cleaning & Maintenance
- Device Reconfiguration
- Secure Storage
- Customized Deployment

## WASTE RECYCLING



We are committed to responsible recycling of all batteries, plastics, PCB boards, glass, and meta. Lexicon uses a certified SO 14001 disposal company.

## IT ASSET DISPOSITION



Lexicon can turn your old, unused devices into cash.

## OPTIONAL THEFT COVERAGE



Lexicon provides optional theft protection for student and teacher devices. Coverage is priced per device, per year, and a police report is required.



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We're stretched thin with teacher computers, the network, and more. Having AlwaysLearning frees up our time so we can actually do our jobs. We're not bogged down with repairs. Lexicon as a company literally oozes customer service. I've never seen it's match. The Lexicon team is always — always — available to us. We can call or email with any question and it's always immediately addressed. The thing I like is that it's a happy response. The whole culture is very much, "We'll take care of it." It truly is white-glove service.

”

MIKE ROBBINS, Director of Technology  
Heard County Schools, Georgia







**OOPS!**

**STUDENTS BREAK DEVICES.  
WE FIX THEM.**

**ACCIDENTAL DAMAGE PROTECTION  
FLAT-RATE REPAIRS**

**LEXICON<sup>®</sup>**  
TECH SOLUTIONS

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