

3 WAYS LEXICON SUPPORTS SCHOOL DISTRICTS

- 1. ALWAYSLEARNING™**
AM Best A Rated
Insurance-backed ADP
coverage for new and
used devices
- 2. OEM & INSURER ASP**
for Acer, ASUS, Dell,
HP, Lenovo, Safeware,
and Worth Avenue Group
(Apple repairs available)
- 3. FLAT RATE REPAIR**
Existing/used and dead
pool devices that are
already broken

WHEN A CUSTOMER SAYS...

What's the turn time for repairs?

ANSWER: Lexicon targets a 10-day in-house turn time. Simpler repairs may turn as fast as 1-2 business days.

What's AlwaysLearning?

ANSWER: ALWAYSLEARNING is Lexicon's white-glove, insurance-backed, unlimited ADP program for new and used Chromebook, laptop, tablet, and iPad devices. With AlwaysLearning, all your devices are eligible for coverage, including new, existing, and devices not in good working order.

I don't have the budget for this.

ANSWER: Cheaper options often have hidden costs like long repair times, inability to fix mainboards, and poor quality work. This leads to more frequent repairs and higher overall costs.

"Price is what you pay; value is what you get." (Warren Buffet). We can help you compare total cost of ownership when investing in any ADP plan. Many of the districts that "couldn't afford ADP" now cite Lexicon as one of their top value drivers.

Why does insurance-backed ADP matter?

ANSWER: Would you buy devices that might vanish overnight? Many vendors offer cheap ADP to win bids, but without insurance backing, your district bears the risk if they fail. Some companies, like Staymobile, went bankrupt, leaving 2 million student devices uncovered. Insurance-backed ADP ensures you're protected

We already have a trouble ticketing system.

ANSWER: No problem! Lexicon uses an API integration built into your trouble ticketing solution. You receive all the tracking benefits of RepairEngine but your team sees only your ticketing platform and doesn't need to learn a new system.

We handle repairs in-house.

ANSWER: Lexicon offers two options for pick-ups and deliveries:

STANDARD: We partner with UPS for weekly door-to-door pick-ups and drop-offs. Just pack the devices in the boxes and labels provided by Lexicon. UPS can do daily pick-ups if needed.

LEXICON LOCAL: For districts near a Lexicon Repair Facility, we can assign an employed driver for pick-ups and drop-offs.

What's the difference between OEM Warranties and ADP Programs?

ANSWER:

OEM Warranty Covers: Mechanical Failure/Breakdown Defects in materials/workmanship

ADP Covers: Accidental Damage. AlwaysLearning offers unlimited ADP with no explanations required for how damage occurred.

What makes Lexicon different than other ADP/repair providers?

ANSWER: 25+ years ADP and 10+ years 1:1 experience; all reported and unreported issues fixed; AM Best A Rated Insurance-backed ADP; >99% success first-time repair rate; real-time fleet and repair analytics; advance inventory stock helps target 10-day in house turn times; all repairs done by Lexicon, never outsourced.

MORE REASONS TO USE LEXICON

☑ DATA ANALYTICS

We collect data to help our districts reduce repairs and extend the life of their devices.

☑ TRACKING

We have a chain-of-custody built into the platform so you know exactly what's going on with your fleet.

☑ INSIGHTS

We meet weekly with your team to review data/progress and define your success