

# ALWAYS > LEARNING™

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

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**LEXICON®**  
25+ YEARS TECH SOLUTIONS

**K-12 DEVICE MANAGEMENT SOLUTIONS**

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 solutions 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

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**If we didn't have Lexicon, we'd probably go out and hire at least a dozen additional people.**

FEMI AINA, DIRECTOR OF IT  
Atlanta Public Schools, Georgia

The AlwaysLearning program has been a fantastic addition to what we do. We value the relationship because they go above and beyond for our schools. We can rely on Lexicon to be there when needed.

JIM FARMER, CTO  
Fayette County Public Schools, Georgia

Lexicon continues to be an outstanding partner for Clayton County Public Schools. The “AlwaysLearning” solution truly lives up to its name and enables our teachers and students to focus on instruction and not on technical issues. Lexicon has become a critical extension to CCPS and an invaluable resource for our district.

WESLEY WATKINS,  
DIRECTOR OF TECHNICAL OPERATIONS  
Clayton County Public Schools, Georgia

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The communication and timeliness from Lexicon helped us through implementing our 1:1 program, getting us through the pandemic, and providing the best customer service and support that we could ask for. We always want the best for our students and teachers and I know that Lexicon wants the same!

ANTHONY ALFIERI,  
NETWORK ANALYST

Fayette County  
Public Schools, Georgia



## WAYS WE SUPPORT DISTRICTS

WITH UNINTERRUPTED  
ACCESS TO WORKING  
TECH

- 1. ALWAYSLEARNING™**  
AM Best A Rated Insurance-backed ADP coverage for new and used devices
- 2. FLAT RATE REPAIR**  
Budget-friendly pricing for existing/used and deadpool devices that are already broken
- 3. OEM & INSURANCE AUTHORIZED SERVICE PROVIDER**  
for Acer, ASUS, Dell, HP, Lenovo, Safeware, and Worth Avenue Group (*Apple repairs available*)



# WHAT IS ALWAYS > LEARNING™ ACCIDENTAL DAMAGE PROTECTION?

AlwaysLearning™ is Lexicon's AM Best A Rated Insurance-backed unlimited ADP (Accidental Damage Protection) coverage for new and used Chromebook, laptop, tablet, and iPad devices.

With Lexicon's ADP, all your devices are eligible for coverage, including new, existing, and devices not in good working order. Rest assured that whatever your students throw at their devices, you have the needed warranty in place for repairs/replacement.

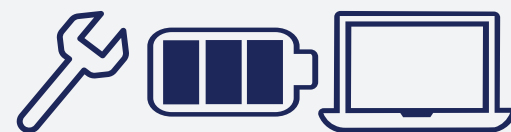
## 3 COVERAGE OPTIONS INSURE YOU GET THE SERVICE YOU NEED



Repair Only



Repair & Battery  
Replacement



Repair w/ Battery &  
Device Replacement

# WHATS INCLUDED THE ALWAYSLEARNING™ DIFFERENCE

- ✓ 25+ Years ADP Experience
- ✓ Backed by AM Best A Rated Insurer
- ✓ Unlimited Accidental Damage Protection
- ✓ 1-4 year plans cancellable at any time
- ✓ Targeted 10-day In-house + Shipping Turn Time
- ✓ We repair all reported and unreported issues
- ✓ No explanations required for coverage
- ✓ Microelectronic & Component Level (Mainboard) Repairs
- ✓ *Dedicated Customer Success Manager\**
- ✓ *API Integration with Incident IQ, Freshdesk, etc.\**
- ✓ *Weekly Pickups\**
- ✓ *Real Time Fleet & Repair Analytics\**
- ✓ *Spare Pool Oversight\**
- ✓ *Advance Inventory Stock (3-6 months)\**
- ✓ *Legacy Device Recycling Included\**
- ✓ *Power Adapter Damage Coverage\**
- ✓ *Monthly Reviews of Fleet Status\**

*\*Premium Features Exclusive to AlwaysLearning™*

SAFEGUARD YOUR ADP INVESTMENT

## WHY INSURANCE MATTERS

### ADP PROTECTS YOUR DEVICES

- Other vendors push cheap ADP to win price-competitive device bids
- Without insurer support, your district carries the risk if the vendor fails to deliver

### INSURANCE PROTECTS YOUR ADP

- Companies have gone out of business or been acquired, leaving districts without coverage
- Lexicon's partnership with AM Best A rated insurance protects your district's investment

## LEXICON HANDLES ALL REPAIRS IN-HOUSE

NEVER OUTSOURCED.

Our team keeps working technology in the hands of your students.



#### Welcome To The Team!

Enjoy full access to highly-trained techs, QA, deployment, logistics, and more!



#### Device Repair Made Easy

No forms or calls. Just submit the device for repair and Lexicon takes care of the rest!



#### Fast Turn Times

We bulk order parts and store them in our 75,000 sf warehouse for fast turn times.



#### Turnkey Deployments

Chromebooks, iPads, and tablets arrive ready for use. No setup required.



#### Industry Leading Certifications

Lexicon is ISO 9001:2015 and ESD Certified by NQA, and follows MSD JEDEC STD-033C.

SAFEGUARD YOUR ADP INVESTMENT WITH  
AM BEST A RATED INSURANCE



## FLAT RATE REPAIRS

### FOR DEVICES ALREADY BROKEN OR NOT UNDER CONTRACT

**Ideal for Small Or Self-Maintaining Districts That Need Help With Repairs.** Lexicon is happy to be a full-service partner or on stand-by in case your team needs the occasional helping hand.

## RAPIDREPAIR™ PACKS

### BUY A BUNDLE. USE AS NEEDED.



**Fast Turn Times**

**10**

**Purchase Repairs in  
Packs of 10**



**All Reported &  
Unreported Issues  
Fixed**



**Optional Battery  
Replacement**



**Boxes, Labels,  
& Shipping Cost  
Included**

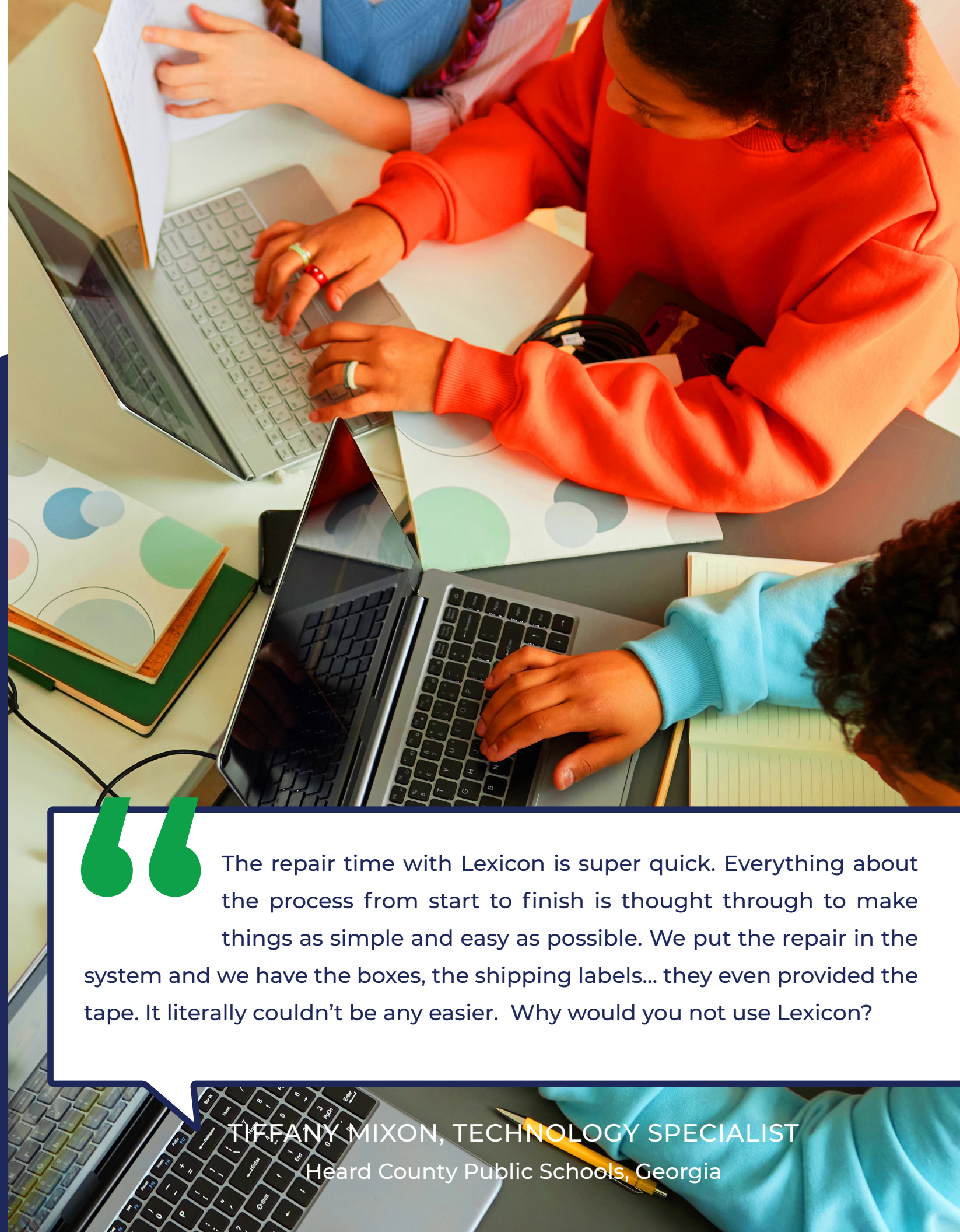


**For Chromebooks,  
iPads, Laptops, &  
MacBooks**



The repair time with Lexicon is super quick. Everything about the process from start to finish is thought through to make things as simple and easy as possible. We put the repair in the system and we have the boxes, the shipping labels... they even provided the tape. It literally couldn't be any easier. Why would you not use Lexicon?

**TIFFANY MIXON, TECHNOLOGY SPECIALIST**  
Heard County Public Schools, Georgia







My experience with Lexicon has been great. It's like Lexicon has already thought of everything. No matter what we throw at them, it's never been too much. Every question we have, they have an answer, or they find an answer. And they bring ideas to the table, which is what I like.

BERNADETTE PETERSON,  
ASSISTANT DIRECTOR, IT ASSET MANAGEMENT  
Atlanta Public Schools, Georgia

## REPAIRS YOU CAN TRUST

# OEM AUTHORIZED ASP



*\*Apple Repairs Available*

## CERTIFICATIONS

# SETTING THE STANDARD FOR K-12 TECH REPAIRS

- ✓ ISO 9001:2015 Certified by NQA  
75,000 SF Repair Factory
- ✓ ISO 14001 Certified by NQA  
Disposal Partner (Recycling)
- ✓ Moisture Sensitive Devices (MSD) JEDEC STD-033C
- ✓ 14 Individual Certifications Held by Our Technicians and Engineers
- ✓ Electrostatic Discharge (ESD S20.20) Certified by NQA
- ✓ A+ Certified Tech Leads for Quality Assurance

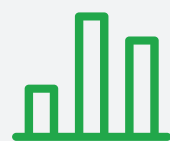




## ADVANCED ANALYTICS

# TURN YOUR REPAIR DATA INTO ACTIONABLE INSIGHTS

Real-time analytics help identify breakage patterns, proactively address issues that could disrupt your device fleet, and take the guesswork out of parts inventory management.



### Failure Rates

Analyze by part type, device model, school, and grade levels



### Budget Optimization

Eliminate budget surprises and make informed decisions.



### Custom Reports

Receive reports tailored to your district's specific requirements.

# REPAIRENGINE®

## CLOUD BASED REPAIR MANAGEMENT PLATFORM

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



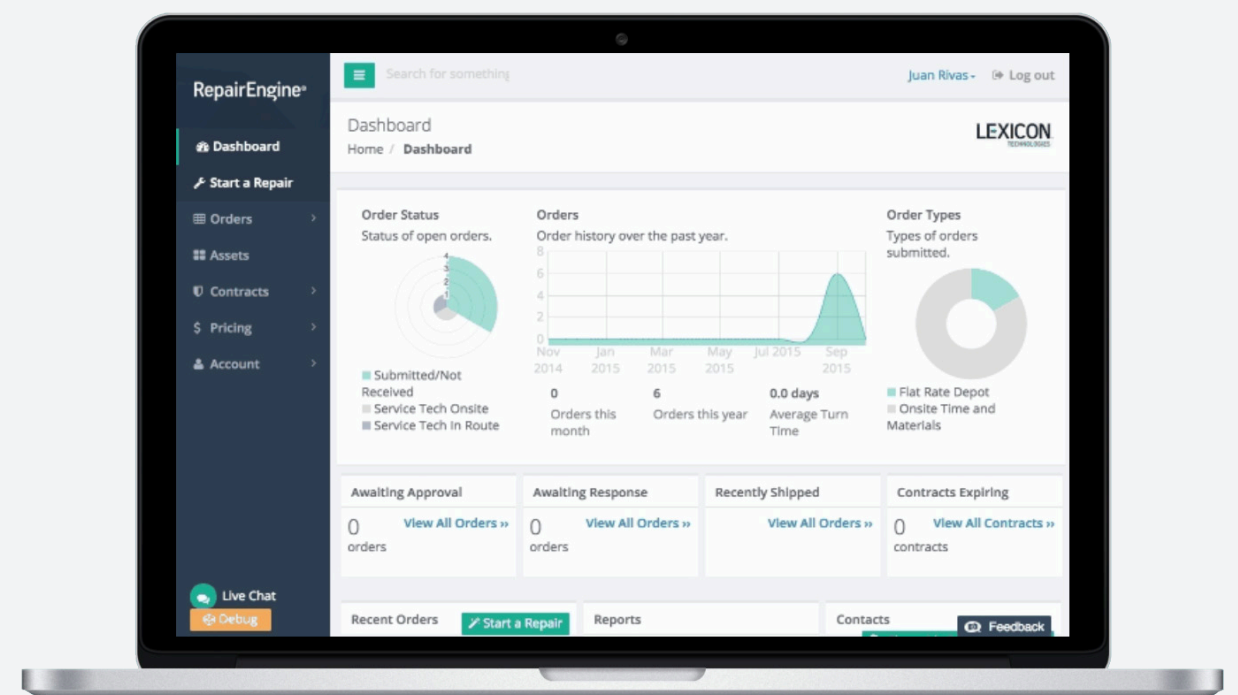
Scan the damaged device and the spare pool device.



Click enter to start your repair request.



Track repair status in real-time.





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## WHY LEXICON?

### THE BENEFITS OF 25+ YEARS OF ADP EXPERIENCE

- ✓ AM Best A Rated Insurance-Backed ADP with AlwaysLearning
- ✓ Turnkey Deployments
- ✓ Weekly Pickup & Delivery
- ✓ Advanced Device Repair
- ✓ Better than 99% First-time Repair Rate
- ✓ Fast Turn Times
- ✓ Certified Technicians
- ✓ Industry Certifications
- ✓ Authorized Service Provider for all major OEMs
- ✓ Real Time Fleet & Repair Analytics
- ✓ 24/7 Cloud Portal Trouble Ticketing System
- ✓ Dedicated Customer Service Manager Assigned to Every Account

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We're stretched thin [and] having AlwaysLearning frees up our time so we can do our jobs. We're not bogged down with repairs. Lexicon as a company oozes customer service. We can call or email with any question and it's always immediately addressed. The culture is very much, 'We'll take care of it.' It truly is white-glove service.

MIKE ROBBINS, DIRECTOR OF TECHNOLOGY  
Heard County Public Schools, Georgia

Lexicon is an essential partner in our district's plan for device maintenance and repair. They have consistently provided a very high level of satisfaction and have helped to make our "hot swap" plan (to keep student and staff always with a working device) a reality. I am happy to provide an enthusiastic recommendation for Lexicon.

BRIAN BLANTON, CIO  
Henry County Public Schools, Georgia

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

**LEXICON**<sup>®</sup>  
25+ YEARS TECH SOLUTIONS

888-981-6714 | [alwayslearning@lexicontech.com](mailto:alwayslearning@lexicontech.com) | [Lexicontech.com](https://Lexicontech.com)