

Device



Device Pricing –

- There is no “set” price per device.
- The cost of the device to the Reseller is based on Net Terms account pricing, OEM Partnerships (i.e.: HP, Lenovo, Acer) and any current rebates/incentives.
- As the Reseller, you determine the price you would like to charge your customer for the device.

(End-User Device Cost = include any margin or fees you wish to charge per unit)

Add-Ons



White Glove Services –

- Imaging & Asset Tagging - includes per device imaging, configuration services, and asset tagging.
- On-Site Device Deployment & Decommissioning - includes on-site device installation and end of term decommission.

Services



LifeCycle Services –

- **Fee Free:** No deductibles or co-pays; whether replacement or repair all hardware failure parts and labor are included in DaaS subscription.
- **Level 1 Support –** 24/7/365 DaaS customer service and technical support call center. *(US-based)*
- **Level 2 Support –**
 - **On-Site:** Next Business Day DaaS Field Service Engineer Technicians, experienced and certified to provide quality on-site support services.
 - **Off-Site:** 5 Business Days DaaS Repair Depot services and device replacement

