



Maximize Your Technology Investment



Why First Service Technology?

At every stage from strategy through procurement, deployment to operations, and support to PC end-of-life, FST offers expertise and services that help you maximize your IT investments. We've got you covered with accurate budgets for IT expenses, providing better service-level agreements, and creating end-user experiences that keep everyone more productive.

FST's approach combines three key elements that are synergistically integrated to bring breakthrough efficiencies to your IT organization. These elements include:

- Economies of scale to reduce costs
- Factory services to reduce desk-side support
- Deployment automation to save significant time and costs

A Customized Approach to IT Services These FST services offer far more than just incremental efficiency gains; they literally change the game for internal IT staff. The potential to cut an hour or more from every single PC migration could free up huge amounts of technician time. If you saved just 1.5 hours per migration, and migrate 1,000 systems per year, the savings amount to 1,500 hours per year. That's nearly one full-time person that can be tasked with other higher level IT initiatives.

FST Services

More pressure is being placed on IT departments to deliver innovative systems while also providing long-term strategic value. Since budget pressures will always be present, **how can IT cut down on low-value tasks and redirect resources to higher value initiatives?**

One option is to partner with external service providers like FST to take over some of these activities. This allows IT to focus on what you do best — **advancing your larger technology vision.**

First in Service - First In Technology

First Service Technology Lifecycle Solutions

FST can help you manage your PC lifecycle from needs assessment through end-of-life and disposal services. Contact a rep today to discuss your visions.

DESIGN	CONFIGURATION	DEPLOYMENT	SUPPORT
<p>Design new solutions and optimize the implementation plan.</p> <ul style="list-style-type: none">• Whiteboard Discovery• Deployment Optimization Assessment• Windows 10 Upgrades and Application Migration	<p>Increase productivity by customizing new hardware at the factory.</p> <ul style="list-style-type: none">• Asset Tagging• Etching• Image and Application Load• Custom Image Build• Smart Image• Dynamic Provision Build• Custom BIOS• Encryption• First Boot Services• Automated Deployment• Drop in the Box	<p>Integrate new hardware solutions with minimal disruption.</p> <ul style="list-style-type: none">• Staff Augmentation• Advanced Deployment• Migration• Project Management• Relocation• Asset Recovery• Communication and Scheduling• Product Training• Software Training• Logistics Services	<p>Secure investment protection and maintain productivity.</p> <ul style="list-style-type: none">• Warranty Extensions¹• Onsite Next Business Day²• International Coverage³• Advanced Exchange• Accidental Damage⁴• Keep Your Drive⁵• Priority Technical Support⁶• Sealed Battery• Tech Install• Online Data Backup• Asset Recovery• Absolute Data and Device Security

The Data Center Lifecycle

FST also provides an extensive portfolio of Enterprise Server solutions services designed to help customers integrate and manage new hardware in their data center environment.

SOLUTIONS	IMPLEMENTATION	TECHNOLOGY
<p>Tackle complex challenges with help from FST Services professionals experienced in technology solutions.</p> <ul style="list-style-type: none">• Remote Technical Consulting• Data Center Services• Power and Cooling• Proof of Technology Lab• Proof of Concept• Solution Design and Architecture<ul style="list-style-type: none">- Assessments- Training	<p>Let the FST experts deploy equipment and keep it running.</p> <ul style="list-style-type: none">• Factory Integration• Hardware Installation• Health Checks• Deployment• Implementation• Configuration• Integration• Migration	<p>Protect your technology investment with services that support operational requirements.</p> <ul style="list-style-type: none">• Warranty Service Upgrades• Post Warranty Services• Keep Your Drive – Multidrive• Microcode Services• Technical Support Services• Priority Technical Support⁶• Enterprise SW Support⁷• Managed Services• Maintenance Contracts

(1) Available for periods of two or three years (total duration), beginning with the initial warranty start date. (2) Onsite service is available in metropolitan areas only. Next-day service is not guaranteed. Service is available during FST's normal in-country business hours. Calls received after 4:00 p.m. local time will require an additional business day for service dispatch. If FST determines your product problem is covered by the product warranty and cannot be resolved over the telephone or through a customer replaceable part, repair will be made onsite. (3) International Warranty Service is available, but regional differences in service level may apply. (4) Cosmetic damage, e.g., scratches, dents, or cracks that do not affect the product's functionality or structural integrity are not covered. (5) For notebooks that contain a hard drive that is not customer replaceable, Keep Your Drive is only available in combination with FST's Onsite Warranty Upgrade. (6) Priority Technical Support is not available in all regions. (7) Customer must have service contract with software vendor. If customer does not have software agreement, Lenovo will provide courtesy transfer to appropriate toll-free support line. Service is limited to software vendor service hours.



FIRST SERVICE
TECHNOLOGY