

Multi-Vendor IT Support “Contract Consolidation”



Our Flex Support Service provides immediate cost reduction, helps simplify IT support services, and allows companies to fully leverage existing computer investments.

Endeavor’s Post-warranty Flex Support Services and hardware maintenance can support your entire IT environment. Choose from a variety of flexible post-warranty hardware support options and service levels designed to address your multi-vendor environment, including servers, desktops, networks, storage devices and peripherals. We offer a wide variety of maintenance programs designed to meet your specific business needs, including remote support, predictive and preventive support and onsite support.

Your IT Cost Reduction Specialist

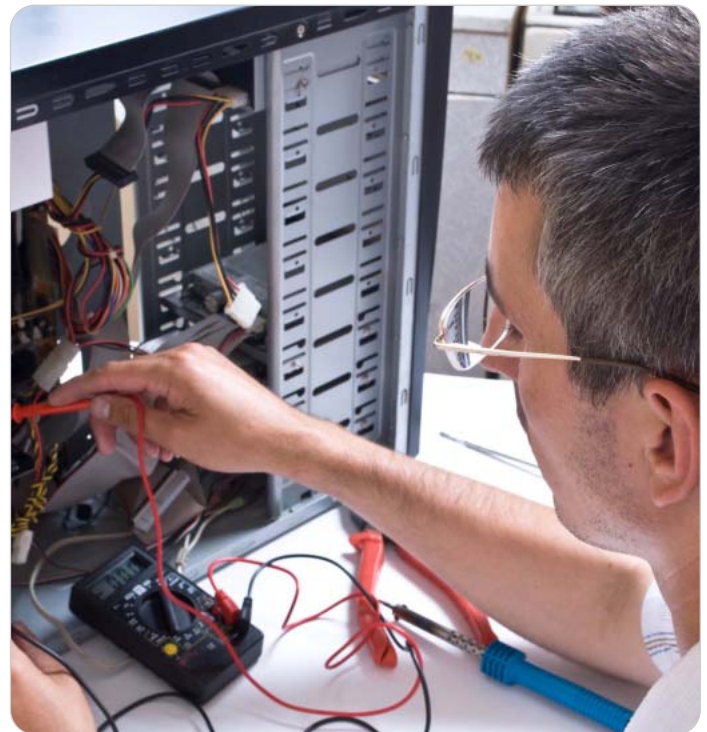
A variety of service levels and coverage options for both parts and labor providing a single call accountability for HP, Compaq/DEC, Sun, IBM, Dell Manufactured Systems with both regional and national support capability, with access to over 6,500 service technicians and an extensive parts depots.

Benefits

- *Immediate Cost Savings, Day One!*
- *Simplified IT Support*
- *Protect & Leverage Existing Computer Investments*

Features

- *One Contract, One Call, One Truly Accountable Service Provider*
- *Integrated Call Center for all Supported OEM Hardware & Software Operating Systems*
- *Faster Time to Repair with Flex Support Methodologies Call for Product or Service Information*



Support Service Levels

- *Flex Enhanced - 7 x 24 x 4-hour*
- *Flex Business - 5 x 24 x 4-hour*
- *Flex Standard - 5 x 9 x 4-hour*
- *Flex Basic - 5 x 9 x NBD*
- *Flex Software Plus - Software/OS*

See Matrix on back

Endeavor
Services Group, LLC



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FLEX SUPPORT AGREEMENT MATRIX

Level 1 - Flex Systems Coverage

SERVICE DELIVERY	Flex Enhanced	Flex Business	Flex Standard	Flex Basic	Flex SM Plus
Coverage Hours and Response Times	7x24 (4 Hour)	5x24 (4 Hour)	8am-5pm (4 Hour) M-F	8am-5pm (NBD) M-F	8am-5pm (NBD) M-F
HP, Sun, IBM, Dell, EMC and NetAPP Systems.	✓	✓	✓	✓	✓
Level-1 Phone Diagnostics	✓	✓	✓	✓	(Optional)
Spare Parts on-site	✓	✓	✓	✓	(Optional)
Site activity log	✓	✓	✓	✓	✓
Post incident follow-up	✓	✓	✓	✓	✓
CRISP Consulting Services	✓	✓	✓	✓	✓
Account Review On-site	Bi-Annually	Bi-Annually	Yearly	Yearly	Yearly
Help Desk	(Optional)	(Optional)	(Optional)	(Optional)	(Optional)

Level 2 - Flex Software Plus Coverage

Uplift available on Flex Basic through Flex Enhanced Level-1

SERVICE DELIVERY	Flex Enhanced	Flex Business	Flex Standard	Flex Basic	Flex SM Plus
Flex Software Plus	✓	✓	✓	✓	✓
Coverage Hours and Response Times	7x24 (4 Hour)	5x24 (4 Hour)	8am-5pm (4 Hour) M-F	8am-5pm (NBD) M-F	8am-5pm (NBD) M-F
Response Time	✓	✓	✓	✓	✓
Phone Software Support	✓	✓	✓	✓	✓
On-Site Software Support	✓	✓	✓	✓	✓
Help Desk for Software Support	(Optional)	(Optional)	(Optional)	(Optional)	(Optional)

Office Addresses

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Sales and Support

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For HELP DESK & SUPPORT,
 call toll-free 1-866-872-0302

If you are inquiring about our
 Services, or Sales and Partnership,
 call toll-free 1-866-872-0302

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