



Flex Protective Services  
“Server: Flex Pack”



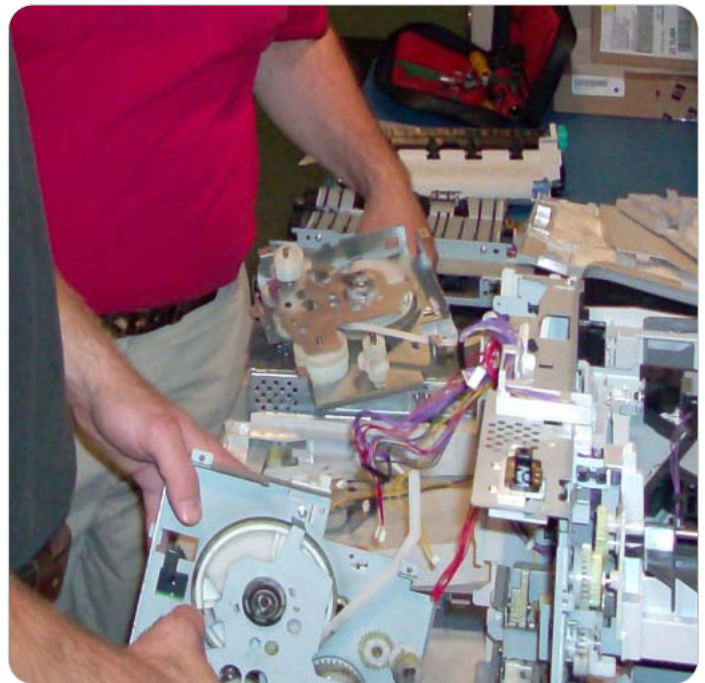
Maintenance coverage for your systems is critical to your company’s business. This program provides an on-site engineer within 4 hours to ensure a quick recovery in case of a hardware system failure. Our FlexPACK service offers different service-level options to address your critical business needs.

### Features

- Flexible service options up to 5-year terms
- Coverage includes parts, labor, shipping and travel
- Replacements are made with OEM parts

### Benefits

- Fast dispatch of field technicians by having a US-based call center
- FlexPACK eliminates unplanned out-of-pocket repair costs
- Significant reduction in maintenance costs right from Day 1





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OTHER SERVICE PROVIDERS	ENDEAVOR
<ul style="list-style-type: none"> <li>• Offshore Call Center</li> </ul>	<ul style="list-style-type: none"> <li>• 24x7x365 US-Based Call Centers</li> </ul>
<ul style="list-style-type: none"> <li>• On-site response does not start until after a determined case has been evaluated</li> </ul>	<ul style="list-style-type: none"> <li>• On-site response time starts immediately when a service request has been placed</li> </ul>
<ul style="list-style-type: none"> <li>• Parts replacement is dependent on availability which could take up to a week</li> </ul>	<ul style="list-style-type: none"> <li>• Spare parts replacement program for quicker turnaround and expedited service call</li> </ul>
<ul style="list-style-type: none"> <li>• Designated parts are considered customer-replaceable parts</li> </ul>	<ul style="list-style-type: none"> <li>• All parts are replaced by qualified Endeavor technicians</li> </ul>

TERM	COVERAGE LEVEL
1-Year	9 hours a day, 5 days a week, 4 hour on-site response (9x5x4) 24 hours a day, 7 days a week, 4 hour on-site response (24x7x4)
2-Year	9 hours a day, 5 days a week, 4 hour on-site response (9x5x4) 24 hours a day, 7 days a week, 4 hour on-site response (24x7x4)
3-Year	9 hours a day, 5 days a week, 4 hour on-site response (9x5x4) 24 hours a day, 7 days a week, 4 hour on-site response (24x7x4)
4-Year	9 hours a day, 5 days a week, 4 hour on-site response (9x5x4) 24 hours a day, 7 days a week, 4 hour on-site response (24x7x4)
5-Year	9 hours a day, 5 days a week, 4 hour on-site response (9x5x4) 24 hours a day, 7 days a week, 4 hour on-site response (24x7x4)

**Office Addresses**

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 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

