

# computer:)care

WOMEN OWNED

WOMAN OWNED - WBENC CERTIFIED

## Get your hardware in the game.

Our identity lies in creating innovative solutions to support the lifecycle of your hardware, so that your team always has the tools they need for peak performance.

### ComputerCare Initiatives



#### **Our employees are the real MVPs.**

To build a culture of success for our diverse, talented team, we provide mentorship, internal growth opportunities, affordable healthcare, and a base compensation triple the US minimum wage.



#### **Change begins in knowledge.**

By EOY 2023, we will be fully equipped to assist partners with critical repair vs. replace decisions by analysing and reporting on the potential carbon footprint impact of their choices, before they even have to make them.



#### **Success can come from anywhere.**

We host a quarterly competition that incentivizes our employees to share their ideas for improving company culture, operations, or customer support.

### ComputerCare Innovation

Innovation in the hardware repair industry means fast, precise, painless service that delivers exactly what customers want at exactly the right price. Here's how we do that:



**Warranty coverage guaranteed:** If your repair is covered under warranty, it's always 100% free.



**Record-breaking speed:** Our average turnaround times are faster than the manufacturers.



**Full client empowerment:** Our custom-built portal lets clients manage their own inventory, repairs, and logistics.

### ComputerCare Stats

#### Our strengths



Authorized repair provider for Apple, Lenovo, HP, Dell & Others



Value-added reseller for Apple, Lenovo, HP & Dell



Free onsite warranty repair service



Warehousing and IT logistics

#### Our team

7

Sales & Customer Success

142

Technical Services

16

Finance, HR, and Operations

#### Our reach

📍 USA 📍 Ireland 📍 Singapore 📍 India

#### Our customers

Uber ∞ Meta ⚡ PELOTON

airbnb ★ Course Hero

N nerdwallet ZOOM



We offer our services onsite, remote and by mail to ensure your productivity isn't hindered by broken machines.

Our customers utilize our fully customized inventory tracking portal which makes submitting requests and tracking the live status of devices extremely simple.

## ***Our Services***

**Hardware Maintenance:** Tune-ups are important for device longevity. As an authorized service provider, we can provide both maintenance and repair services on your devices. employees workflow sailing smoothly.

- **Repair** - *We can perform both in and out of warranty repairs on broken devices, ensuring your devices are up and running as quickly as possibly.*
- **Refresh Packages** - *Tune-ups are important for device longevity. As an authorized service provider, we can provide both maintenance and repair services on your devices to ensure maximum lifespan of your devices.*
- **Data Protection & Destruction** - *Our access restricted legal hold room can accommodate secure storage no matter the length of time your company requires. We offer secure data wiping, and NIST wipe services too.*

**IT Logistics:** Warehousing, configuration, shipping & receiving, and all other services required to support our customers in getting devices to their employees, so they can do their jobs.

- **Onboarding** - *Get a device to your new hire(s) prior to their start date by selecting the exact device you wish us to send and the appropriate shipping speed to ensure on time delivery.*
- **Offboarding** - *When an employee leaves the company, we can facilitate the retrieval of their devices and keep you apprised of the status of the device return.*
- **Break/Fix Swaps** - *Have an employee with a hardware issue? We can ship them a new or used replacement device, and return the repaired device back into your deployable inventory.*
- **Warehousing** - *Whether you need a place to store extra devices or simply want to ensure your company's devices are in good hands, we have you covered.*
- **End of Life Disposal** - *We can work with your ITAD partner, or recommend one of our own. Our partnerships allow you to apply your buyback credits to future IT logistics, repair, or new equipment purchases.*

***We're an authorized service provider for...***



**TOSHIBA**



**acer**



## Service Pricing

### IT Logistics

Service	Description	Per Device
Facilitation Fees	Packaging and/or a return label (contiguous US Only).	\$35 (laptops) \$65 (larger devices)
Provisioning Fees	Pricing varies based on complexity of customer requirements.	\$65+
Off-Boarding Package	External Cleaning, Data Wipe, OS Installation	\$90
Shipping Fees	Take advantage of our significant FedEx discounts, or provide your shipping account information.	Varies

### Warehousing

Service	Price	QTY
Hardware Storage (*Tier 1)	\$750/Mo.	1-50
Hardware Storage (*Tier 2)	\$1,500/Mo.	51-100
Hardware Storage (*Tier 3)	\$2,500/Mo.	101-150



## Hardware Maintenance

Service	Description	Per Device
Non-Warranty Repairs	Flat labor rate plus the cost of parts. Estimate sent post diagnostics for customer approval.	\$179 + Parts
Diagnostics	Diagnostic fee for repairs not covered under the manufacturer's warranty. The fee is applied towards the labor rate for approved and completed repairs.	\$49
Silver Package	External Cleaning Only	\$35
Gold Package	External & Internal Cleaning	\$90
Data Wipe & OS Installation	Wipe Data and Reinstall Fresh OS	\$65
Secure Data Wipe w/Data Destruction Certificate	Advanced Level Data Destruction	\$149
iPhone & iPad Repairs	Warranty and Non-Warranty Repair	Varies by model
Android Repairs	Non-Warranty Repair	Varies by Model

