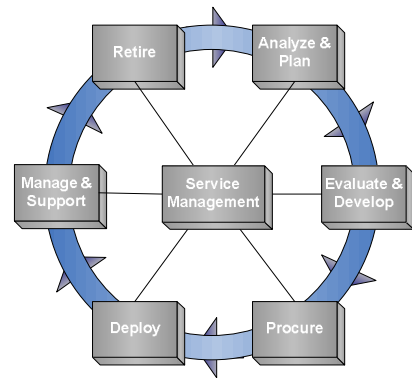




WORKSTATION LIFECYCLE SERVICES

Lewan's Workstation Lifecycle services provide support for your desktop and laptop environment and business users, from procurement and imaging to ongoing support.



Service Highlights and Options

- ✓ **Analyze & Plan**—Identify your “end state” vision for workstation rollouts and ongoing support, define timeframe and asset tracking requirements, determine financing options, and develop a rollout plan and schedule
- ✓ **Evaluate & Develop**—Evaluate vendor hardware solutions and create standard workstation hardware builds and software images
- ✓ **Procure**—Procure hardware and software for deployment, and test images against builds in preparation for full deployment
- ✓ **Deploy**—Leverage Lewan’s deployment foundation of tools and processes, customizing as required, and image and deploy workstations and components (e.g., monitors, keyboards and mice) according to plan
- ✓ **Manage & Support**—Manage changes to standard builds and images, and manage and support the workstation environment including end user help desk support, issue resolution, and asset management
- ✓ **Retire**—Refresh workstations according to plan, disposing of end-of-life assets via destruction and recycling

Service Delivery Foundation

- ✓ Customer portal—for visibility into the services performed by Lewan
- ✓ Service level agreements (SLAs)—to guaranty performance
- ✓ Service delivery management—to ensure high quality support and a single-point-of-contact for you
- ✓ Process-driven approach—ITIL-based procedures for workstation deployment and support

Benefits

- ✓ You choose the appropriate level of Lewan involvement from our flexible and comprehensive services options
- ✓ Cut costs, improve quality, and increase end user satisfaction by leveraging Lewan’s consistent processes and technology expertise
- ✓ Improve asset management via tracking of all components deployed to your end user locations
- ✓ Free your internal staff from the day-to-day operational support for your workstation environment

Scope and Pricing

- ✓ See your Lewan Sales Representative for pricing, based on the services to be provided by Lewan

Lewan has been providing solutions for business to Colorado and Wyoming customers since 1972. Call 1-888-LEWAN88 or visit www.lewan.com to find out how we can help you align your technology with your business.