



**SOLICITATION NUMBER:
5400026776, STC Mobile Device
Protection Plan**

Executive Summary

We are proud to offer our unique device protection program, *Protect Express*. This purpose-built program aims to drastically reduce lead times and provide a better overall experience for the IT Directors, technicians, and countless support staff and resources behind the scenes at all South Carolina agencies who are responsible for keeping up with the technology demands.

Our proposed Protect Express protection plan is 100% underwritten with free two-way shipping included on all claims.

The program is designed specifically for the public, private, and K-12 community. In submitting this proposal, we are pledging our full corporate resources and are committed to serving as a trusted partner to the State of South Carolina and ensuring the complete success of this program over the course of the contract.

INVZBL PROPOSAL HIGHLIGHTS

- 100% underwritten coverage with unlimited claims and zero-dollar deductible
- World-class repair facility with local service options in all 3 regions of South Carolina
- Industry-leading turnaround times
- Battery replacement included for all levels of service for tablets/iPads, Chromebooks, and Laptops
- Mechanical Breakdown, Theft & Loss available
- Dedicated customer success team

Company Profile

INVZBL, founded in 2019, is a protection technology company with headquarters located in Austin, Texas. We specialize in device protection and repair services as well as UV-C disinfection solutions and products that we design and manufacture here in the United States. Our team has over 50 years of combined experience in this industry and have placed over a half million devices under protection plans.

Unlike some competitors, we offer fully underwritten device protection plans. Our Protect Express offering aims to streamline the claims and repair process and reduce turnaround times, ensuring adequate technology resources remain readily available.

Aside from our device protection plans, our industry-leading UV-C technology is available commercially to a range of organizations in the education, enterprise, government, healthcare, and hospitality industries. INVZBL's Z13 and B3 models kill 99.9% of bacteria, germs, and infectious pathogens such as Candida, E. Coli and SARS-CoV-2, bed bugs, and lice in three minutes.

Protect Express

INVZBL Commitment to Customer Success

INVZBL Protect Express is committed to keeping devices protected and operational. The State of South Carolina will be assigned a dedicated Customer Success representative at the onset of the agreement that will prioritize customer satisfaction and serve as the primary liaison between the state and INVZBL.

Customer Portal

The State of South Carolina will receive access to a state-of-the-art customer portal designed for ease of use that will allow staff to enroll a device, create a device claim, and track the device through the shipping and repair process. The responsive-designed portal will be device/browser agnostic and will make it convenient for users to create claims and check the status on the go via mobile devices.

Mechanical Breakdown

This Agreement will cover a Mechanical or Electrical Breakdown of the Covered Product(s) during normal usage for the term of this Agreement. This term of this Agreement is inclusive of any manufacturer's warranty that may exist during the coverage term. It does not replace the manufacturer's warranty but provides certain extended benefits during the term of the manufacturer's warranty. Replacement parts will be new, rebuilt, or non-original manufacturer's parts that meet or exceed factory specifications.

Details of Coverage

The protection plan will include the following:

- **Break/fix hardware fail repair support with zero deductibles for all covered devices**
 - All device claims can either be shipped to our repair facility (shipping is free both ways) or at any number of authorized repair facilities throughout the state of South Carolina
 - Complimentary two-way shipping that includes slotted boxes for shipping multiple devices simultaneously
 - Coverage includes common repairs for broken screens as well as damaged or defective buttons, connectivity ports, screens, and damage caused by power surges, dust, internal heating, and internal humidity and/or condensation
 - All repair services are protected for the entirety of the coverage period
- **Access to 24-hour online claims portal and phone support line**
 - Simplified user interface for efficient claim creation and submission
 - State-of-the-art tracking system with real time notifications and updates by global leader in logistics
- **INVZBL's Protect Express Powered by FedEx plans are 100% underwritten**
 - Providing the necessary security for the State of Carolina's investment in mobile device technology.
- **ALL INVZBL PROTECT EXPRESS PLANS CAN BE PLACED ON EXISTING, IN-USE MOBILE DEVICES**

Response Time / Local Service

The INVZBL Protect Express team prides itself in its ability to offer the fastest repair turnaround times available on the market, 5 to 7 days from the time it's shipped to our repair facility to the time it is returned to the end user, including the time for shipping. If any customer, in any of the three regions in South Carolina, prefers local repair service with pick up, delivery, and convenient drop off we can accommodate with any of our authorized local repair centers throughout the state.

Clarification of coverage

All device plans include coverage for MacBooks, iPhones, and iPads.

All device plans are with case and screen protector for phones and tablets.

The Scope of Work + Terms & Conditions references the process for devices in terms of coverage and repair. If there is a damaged device case or screen protector, we simply replace the case or screen protector.