



End-User Compute Warranty Services

Protect mission-critical devices with
comprehensive multi-vendor coverage



Feeling the strain of warranty management?

When end-user devices fail, employee productivity suffers. As your devices age, failures become even more frequent — increasing disruption and adding pressure on your IT teams. And when the only path to fixing devices means managing warranties across multiple OEMs, your team ends up buried in unnecessary administrative overhead while still facing critical coverage gaps.

SHI's third-party End-User Compute Warranty Services can substantially reduce device downtime and consolidate protection for your entire fleet into a single streamlined program.

Solving your biggest challenges

We understand the unique pressures you face in managing and maintaining a fleet of end-user devices. Let SHI's end-user warranty experts help you with:

Why SHI for warranty services?

- Comprehensive multi-vendor OEM support for: Apple, Acer, Dell, HP, Lenovo, Microsoft, and Samsung.
- Flexible coverage from one to four years with no deductibles, shipping costs, or hidden fees.
- Unlimited claims, reducing administrative overhead.
- Lower total cost of ownership for devices.
- Reduced end-user and device downtime.
- Significant cost savings compared to traditional OEM warranties.
- Expert repairs by OEM-certified technicians.
- Single point of contact for multiple OEMs and device types.
- Coverage for both new and used devices tailored to your budget.

Budget/supply constraints		Manage warranty costs across diverse portfolios.
Lack of resources		Eliminate manual warranty tracking and claim processing.
Expired OEM warranties		Extend protection beyond OEM warranty periods.
Custom solutions		Get customized coverage aligned with device lifecycles.
OEM consolidation		Leverage centralized warranty management across OEMs.



Enterprise-wide coverage for any organization

Our comprehensive warranty services protect your entire device ecosystem – from mission-critical hardware such as laptops, Chromebooks, AI PCs, desktops, monitors, and tablets, to peripherals like printers, TVs, AV hardware, and keyboards. Advanced exchange is available to minimize downtime with pre-shipped replacements for supported devices.

Our services are designed for organizations of all sizes, from Fortune 500 to small and medium-sized organizations. Flexible service options offer depot, local, and on-site repairs, as well as custom SLAs tailored to your operational requirements and device criticality levels.

With no hidden fees or deductibles, all repairs are performed by OEM-certified technicians using genuine parts and labor included in your service agreement. Coverage for both new and used devices supports longer device lifecycles and aligns with intelligent refresh strategies by replacing devices only when they truly need it, rather than pulling healthy devices out of service too early.

What's included:

- Accidental Damage Protection (ADP)
- All parts, labor, and shipping with genuine OEM components
- Mechanical/electrical failure protection
- Advanced power surge protection
- Manufacturer defects/normal wear and tear coverage
- Extended battery protection
- No deductibles or hidden fees

Add on SHI's Depot Services and Partner Depot Services

Maximize your device investment by combining your warranty services with SHI's Depot and Partner Depot Services. This includes:

- Flexible OEM in-warranty and out-of-warranty repairs. No long-term contract required.
- Deployment and re-deployment services for new hires and terminations (device cleaning, wiping, repairs, and warehousing).
- Advanced configuration and integration services, as well as asset recovery and recycling.

Together, these services empower organizations to plan long-term device lifecycle and only refresh the devices that no longer meet end-user needs – without replacing the entire device fleet.

Don't wait for the next device failure to disrupt your business.

Speak to an SHI specialist and experience the peace of mind that comes with comprehensive warranty coverage and expert support.

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