Committed to digital equity: Lenovo maximizes learning time by minimizing disruption

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Today, devices are essential learning tools, but damage, breakdowns, and long repair times can severely disrupt education. **Lenovo Advanced Protection powered by Safeware** (Advanced Protection) is a best-in-class IT solution that minimizes downtime, ensuring students stay connected to their education. The program delivers unmatched device protection, a seamless claims and repair process, and a commitment to tech equity—helping schools maximize learning time while minimizing disruptions.

Lenovo Advanced Protection has been awarded the EdTech IT Support Service Innovation Award in the ***Information Technology and Implementation*** category by the **EdTech Breakthrough Awards** for 2025. The annual program recognizes the most innovative products, companies and individuals in the global educational technology industry by honoring educational innovation, whether through technological advancements, creative applications or pioneering strategies that are reshaping the future of education.

Partnership Sets Standard for Device Protection in Education

Every moment a student is without their device is a moment lost in the classroom. Traditional device protection plans often result in lengthy repair times, leaving students without access to critical digital learning tools. Advanced Protection helps eliminate these delays through rapid claims processing with most claims processed within minutes to no more than one business day, and expedited repair and replacement via authorized service depots ensuring fast turnaround. Each plan also includes an InfoCase Always-On hardshell case, reducing

device damage and increasing durability.

Unlike many third-party protection plans, Advanced Protection works in harmony with OEM warranties. When a device failure occurs within the OEM coverage window, service is facilitated directly with Lenovo, managing the repair process for schools. If the failure is not covered under warranty, Safeware steps in to provide a repair or replacement. This streamlined approach eliminates confusion and reduces the administrative burden on school district IT teams. Advanced Protection lessens financial and logistical barriers by providing:

- No deductibles or service fees, ensuring every student gets the same level of support.
- No limit on covered repairs, so districts aren't burdened with extra costs for multiple incidents.
- Coverage for accidental damage, liquid spills, and power surges, recognizing the realities of student use.

This helps ensure that students, regardless of background or access to personal technology, have a fully functioning device at all times. The three-pronged foundation of Advanced Protection with the combined capabilities of Lenovo, Safeware, and InfoCase redefines this class of IT support for education, keeping students connected, schools operational, and learning uninterrupted. The comprehensive solution is more than just device protection—it's a commitment to educational continuity and digital equity.

Learn more about Lenovo services and solutions for Education here.