Lenovo Support Services

Lenovo Operational Support Services for Data Centers

Service brochure

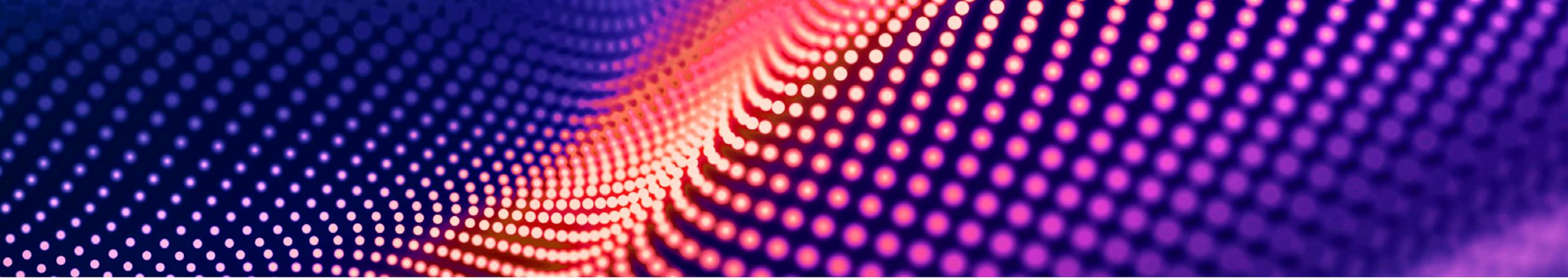
Warranty and Support

With Lenovo Operational Support Services for Data Centers, you can resolve IT support and protection issues with the convenience of a single point of contact. Keep your IT technology performing at peak efficiency while optimizing your operations and minimizing costly downtime, so you can focus on growing your business.

Our global network of regional support centers offers consistent, local-language support enabling you to vary response times and level of service to match the criticality of your support needs. Refer to the below table for more information on each available service level response options.

		Warranty Upgrades / Post-Warranty Support				Add-On Services
Feature	**Base Warranty**	**Standard Support**	**Premier NBD**	**Premier 4-Hour**	**PESS 4-Hour**	**Premier 6-Hour CSR**
Service Level	Next Business Day	Next Business Day	Next Business Day	24x7x4	24x7x4	24x7 6 HR CSR*
Problem Determination	9x5	9x5	24x7	24x7	24x7	24x7
E2E Case Management	No	No	Yes	Yes	Yes	Yes
Escalation Management	No	No	No	No	Yes	Yes
3rd Party Collaborative Software Support	No	No	Yes	Yes	Yes	Yes
Support Duration	1 or 3 years	3-5 years	3-5 years	3-5 years	3-5 years	3-5 years
Post Warranty	NA	1-2 years	1-2 years	1-2 years	1-2 years	1-2 years
Delivery Method	CRU parts replaced by customer, FRU parts installed by technician	All parts can be installed by technician	All parts can be installed by technician	All parts can be installed by technician	All parts can be installed by technician	All parts can be installed by technician
Onsite Response	Commercially Reasonable Endeavors Next Business Day	Technician on-site with parts NBD after problem determination	Technician on-site with parts NBD after problem determination	Technician on-site with parts 4 hours after problem determination	Technician on-site with parts 4 hours after problem determination	System restored to conformance within 6 hours after call entry
Commited Service Repair	No	No	No	6 HR CSR available as an add-on	6 HR CSR available as an add-on	Yes

*Premier 4-Hour Response and Committed Service Repair (CSR) eligibility may vary by country and by product. Refer to the Services Availability Locator Tool for availability.



Additional Operational Support Services

Premier Support for Data Centers

Lenovo's Premier Support for Data Centers service is your direct line to the solution that promises the best, most comprehensive level of support to help you fully unlock the potential of your data center. This service includes:

- Advanced technical support, 24x7x365, in more than 90 markets
- Access to a dedicated phone number routed to a senior-level Premier Support Engineer
- End-to-end case management with Single Point of Contact
- Comprehensive hardware and software support troubleshooting
- 3rd party collaborative software support and assistance
- Response time options for onsite parts and labor
- Live chat and e-ticketing contact options

Premier Enhanced Storage Support (PESS)

Premier Enhanced Storage Support leverages the full power of Premier Support for Data Centers to elevate your storage support experience to the next level. With PESS, you gain all the benefits of Premier Support for Data Centers, with the following unique enhancements:

- Premier Storage Specialists – Direct access to highly skilled experts focusing solely on Lenovo storage environments*
- Dedicated Storage TAM – A Technical Account Manager acting as an extension of your team
- Escalation Management – Get peace of mind knowing critical issues will be escalated and addressed by the Premier team
- Monthly Wellness Checks – Proactively identify and address potential problems through regular system health reviews
- Monthly Reporting – Detailed monthly reports to gain insights into your storage environment's health and performance
- Quarterly Business Reviews – In-depth consultations to strategize optimization and plan for future

*Access to specialized Premier Storage resources may vary by location and business hours

Additional Operational Support Services (cont.)

Multivendor Support Services

Lenovo Multivendor Support Services provides a single point of accountability for resolution support across vast range of leading Server, Storage, and Networking OEMs, allowing you to manage all your supported infrastructure devices seamlessly from a single source. With Lenovo MVS, you will enjoy:

- Global engineering support – Benefit from a vast network of over 5,000 engineers operating across the globe
- Extensive OEM coverage – Support for hardware from leading OEMs across major geographies around the world, providing reliable assistance wherever your business operates
- Continuous system uptime – Safeguard your operations by preventing costly downtime and repairs
- Scalability and flexibility – align your support strategies and business objectives with adaptable terms and flexible service levels

Keep Your Drive

Protect sensitive data and maintain compliance with corporate retention and disposal policies. Lenovo's Keep Your Drive retention service alleviates liability risks by enabling you to:

- Retain failed drives for extra data protection—otherwise, failed drives must be returned to Lenovo
- Dispose of retained drives at your discretion

Technical Account Manager (TAM)

Lenovo's TAM service provides proactive management across your entire enterprise, ensuring smooth operations and optimized performance as your business grows. With Lenovo TAM services, you will gain:

- Dedicated Expertise – A single point of accountability for all your Lenovo data center services
- Optimized Performance – Tailored support plans and quarterly business reviews to boost operational efficiency
- Proactive Management – Early identification and resolution of potential issues, reducing downtime
- Seamless Escalation – Efficient coordination of resources to handle and resolve critical issues swiftly

Service Engagement Manager (SEM)

Lenovo's Service Engagement Manager (SEM) service provides personalized oversight of your support experience, ensuring swift escalation management and proactive service recommendations tailored to your operational needs. With Lenovo SEM services, you will benefit from:

- Dedicated Support – A single point of contact managing all service-related escalations and customer satisfaction
- Tailored Service Plans – Custom support strategies covering all Lenovo entitled products and critical system reviews
- Proactive Resolution – Assistance with communication across technical teams and vendors to quickly resolve critical business issues
- Enhanced Insights – Access to regular system status reviews and Lenovo's latest technology roadmaps

Additional Operational Support Services (cont.)

Enterprise Software Support

Gain comprehensive, single-source, and global support for a wide range of server operating systems and Microsoft server applications. With Lenovo Enterprise Software Support you gain:

- Reduce risk in supporting new technology – by leveraging Lenovo support team and expertise in troubleshooting issues
- Reduce IT and Operating Costs – by augmenting your IT staff and reducing your total cost in supporting applications
- Provide predictable costs for budgetary planning – using support offerings sold up-front at point of sale, you know exactly what your IT spend will be over a 3-to-5-year time frame
- Improve operational efficiency – by leveraging Lenovo support, you can receive a single point of contact that allows your IT staff to focus on other priorities

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