



Lenovo Support Services

Smarter simplifies your enterprise IT landscape with a single contract

Multivendor Support Services

Navigating through complex multi-vendor support contracts? Managing diverse data center environments feels like maneuvering a maze. Enterprises face high support costs, complicated vendor management, and operational disruptions, impacting productivity, user experience, and cost-efficiency.

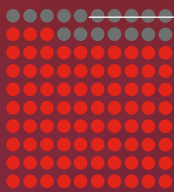
Lenovo's Multivendor Support Services is the beacon of simplicity in this labyrinth. It consolidates multi-vendor support under a single, streamlined contract, addressing fragmented support agreements. Discover how this unified solution can improve your support experience, allowing you to focus on business growth instead of navigating multiple touch points.

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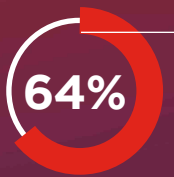
Daily Hurdles in Data Center Management

In daily data center management, enterprises grapple with numerous challenges. Handling multiple vendors, each with unique equipment operating under different contracts, adds complexity. Additionally, navigating data centers with diverse maturity levels complicates the maintenance and jeopardizes adherence to evolving standards.

Managing data center costs within reduced budgets involves balancing 'best-cost' strategies for resource procurement amid energy and cooling cost considerations. The swift deployment of new services with limited insight into resource availability, including capacity, power, and space, further intensifies operational challenges.



83% of CIOs are concerned that budget gaps will impact their ability to invest in innovation and digital transformation, the top opportunity CIOs identify for growths¹



of CIOs find the ability to manage an increasingly fragmented IT vendor ecosystem extremely or very challenging¹

Simplifying complexity for streamlined data center operations

Amidst the labyrinth of data center complexities, Lenovo understands the pressing needs and challenges faced by CTOs, procurement, and IT teams.

Lenovo Multivendor Support Services simplifies the complexity of multiple hardware contracts from various organizations. **This solution consolidates fragmented support agreements into a unified, streamlined contract. With a single point of contact across diverse data center environments, it minimizes disruptions and enhances operational continuity, while ensuring a seamless support experience.**

In addition, Multivendor Support Services provides cost-efficient support options that optimize operational value, offering **flexible service levels to improve productivity and deliver consistency across various Data Centers.**



Key features and benefits

With Lenovo Multivendor Support Services, your enterprise gains access to a suite of pivotal features tailored to streamline your data center management.



Hardware break/fix onsite support

Rapid resolution for popular Server, Storage, and Networking OEMs, ensuring minimal downtime



Flexible service levels

Customized service level agreements based on specific business needs



24x7x365 availability

Round-the-clock support for immediate assistance



Global coverage

Extensive support across major geographies, ensuring consistent and reliable assistance



Unified contracting

Simplified operations under a single contract, covering multiple OEM systems



Flexible terms and payment options

Tailor-made terms and payment flexibility for effective budget management



Extended hardware support

Support beyond OEMs' End of Life, maximizing the value of investments

Dependable solutions for diverse infrastructures worldwide

Global engineering support:

Benefit from a vast network of over 5,000 engineers operating across the globe, ready to deliver support customized to your specific needs across diverse environments.

Maximized uptime:

Safeguard your operations by preventing costly downtime and repairs.

Extensive OEM coverage:

Support for hardware from market leading Server, Storage and Networking OEMs across the major geographies, providing reliable assistance wherever your business operates. Operating across the world and supporting hardware from major OEMs, our global network ensures consistent and reliable assistance wherever your operations extend.

Scalability and flexibility:

Align your support strategies and business objectives with adaptable terms and flexible service levels that optimize your IT operational value and future-proof infrastructure investments.

Focus on your business, not on your contracts

With a 'single-pane-of-glass experience,' you receive comprehensive assistance, minimizing downtime and addressing vendor-specific issues or incompatibilities. Moreover, our centralized support system optimizes your resource utilization and cost efficiency, eliminating the need for multiple support contracts and teams

Your journey begins here

Lenovo offers a comprehensive portfolio of services that supports the full lifecycle of your Lenovo IT assets. At every stage — discovery, define, design, implement, support and disposal — we offer the expertise and services you need to more accurately budget for IT expenses, deliver better service-level agreements, and generate greater end-user satisfaction. Contact your Lenovo Representative to discuss how our experts can help your business reduce IT complexity and reboot your digital transformation.

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(1) Lenovo SSG Global Study of CIOs: Wave II, April 2023

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