



Lenovo Support Services

Smarter unleashes the full potential of your data center and empowers your digital growth.

Premier Support for Data Centers

In the ever-evolving landscape of digital transformation, the demands on CIOs and IT teams have reached unprecedented heights. Navigating the complexities of a remote workforce, along with the perpetual requirements of modern technological innovation, poses a challenge that every business must face. Amidst this dynamic backdrop, the need for impeccable IT support has never been more crucial.

Even as the majority of businesses channel investments into digital technologies, recent revelations from Gartner's survey expose a stark truth: over half fall short of meeting leadership's aspirations. The study highlights four pivotal pursuits to address this challenge — enhancing operational excellence, amplifying employee productivity, driving cost-efficiency, and elevating the employee experience.¹

However, embracing these objectives and turning them into tangible outcomes requires more than just vision — it demands a partner capable of transforming challenges into opportunities. This is where Lenovo's Premier Support for Data Centers emerges as your catalyst for transformative efficiency and a conduit for your organization's advancement.

Lenovo

Unlock business excellence with Premier Support

In today's complex business landscape, the challenges of maintaining a data center can be daunting. Premier Support service from Lenovo is your direct line to the solution, ensuring that the right expertise is just a call away. But this isn't just about managing your data center – it's about achieving tangible business outcomes that bring you closer to your strategic objectives and help you to unlock a world of opportunities that drive:

Elevated uptime and enhanced collaboration:



Rapid issue resolution isn't just about fixing problems; it's about maximizing uptime, ensuring that your operations remain uninterrupted. With Premier Support, downtime becomes a thing of the past. We're not just resolving issues faster; we're propelling your business forward by minimizing disruptions and fostering an environment where collaboration thrives.

Transformational employee experiences in a hybrid workplace:



In an era where the workplace is a blend of physical and virtual realms, employee experience is paramount. Premier Support isn't just about IT; it's about empowering your workforce. With our solution, you're providing your employees with an environment that enhances their engagement, productivity, and satisfaction, whether they're working from home or the office.

Relief from CEO-imposed IT pressures:



The demands placed on IT by CEOs are unrelenting, often focusing on workforce productivity. Premier Support doesn't just alleviate these pressures; it transforms them into opportunities. By streamlining your IT operations, we empower you to meet these expectations confidently, enabling you to concentrate on strategic initiatives that drive your business forward.

Elevate your support experience: Premier vs. Standard

In the realm of support services, the choice you make can have a profound impact on your business's trajectory. As we delve into the heart of Premier Support, let's uncover the differentiating factors that set it apart from the standard.

	Premier Support	Standard Support
Dedicated phone number	✓	
Live Chat	✓	
Online Ticket	✓	✓
Phone and Chat response time	Direct priority access and routing to a Lenovo Premier Support Engineer	Waiting in line via phone and chat with no response target commitment
E-ticket response time	20 min. target	No response target commitment
Remote Support	Dedicated Lenovo Premier Support Engineer with direct contact to L3	L0/L1 Technician
Onsite Support	✓	✓
Single Point of Contact	✓	
End-to-End Case management	✓	Customer to check repair status
Case & Inventory Tracking	Lenovo Service Connect*	
3 rd Party Software Collaborative Support and Assistance	✓	
Automated issue detection and case creation	LXCA – Servers Only - HW only AutoSupport – Storage Only - HW & SW	LXCA – Servers Only - HW only AutoSupport – Storage Only - HW & SW

*Service Connect Portal is not available for SMB and smaller Mid-Market companies at this time

Boundless options: exploring Premier Support levels

Tailoring support to your unique needs is at the heart of Premier Support. We understand that different systems, workloads, and applications demand distinct response times. With this in mind, we present three thoughtfully crafted tiers that allow you to precisely match your requirements and aspirations.

Features	Premier Foundation	Premier Essential	Premier Advanced
Onsite Response Time*	9x5 Next Business Day	4 Hour or 24 Hours CSR**	2 Hour or 6 Hours CSR**
YourDrive YourData	Available as add-on	●	●
Access to a Lenovo Premier Support Engineer	●	●	●
Onsite Tech. Dispatch for all parts (CRU/FRU***)	●	●	●
End to End Case Management	●	●	●
Service Connect Portal****	●	●	●
Lenovo Premier Team as Single Point of Contact	●	●	●
Support Tools - Live Chat, E-ticket, Phone	●	●	●
Collaborative SW Support	●	●	●
Warranty upgrade to 3-5 years*	●	●	●
Post Warranty maintenance 1-2 years*	●	●	●

* Service eligibility may vary by country and by product; refer to [Lenovo Service Locator Tool](#)

**CSR = Committed Service Repair

***CRU = Customer Replaceable Units; FRU = Field Replaceable Units

****Service Connect Portal is not available for SMB and smaller Mid-Market companies at this time



Extending your reach with Lenovo Services

Lenovo offers tailored options to enhance every aspect of your technology investment. Explore the array of possibilities, and seize the chance to optimize, refine, and elevate your data center experience.



Hardware Installation

Accelerate time to value by letting experts install your server, storage, or networking hardware. Lenovo offers Basic Hardware Installation, Hardware Installation Plus, and Custom Scope Installations to meet your specific requirements.

Hardware Installation includes:

- Unpack and configure systems, update firmware, and conduct operation verification testing of hardware
- Provide training on daily administrative tasks
- Installation of Operating System with Installation Plus



YourDrive YourData*

Protect sensitive data and maintain compliance with corporate retention and disposal policies. Lenovo's YourDrive YourData Retention Service alleviates liability risks by enabling you to:

- Retain failed drives² for extra data protection - otherwise, failed drives must be returned to Lenovo
- Dispose retained drives³ at your discretion

*Also known as Keep Your Drive



Technical Account Management

Keep your business running smoothly and productively today, and leverage Lenovo's world-class expertise to maximize operational performance, efficiency, and stability as you meet the IT challenges that tomorrow brings. Your Technical Account Manager will serve as a trusted advisor, providing:

- Single point of accountability for your Lenovo Data Center Services
- Oversee the supportability and service planning of our Lenovo Data Center assets
- Account reporting on operational performance and efficiency based on KPIs and service delivery metrics
- Address end-to-end lifecycle issues regarding support maintenance renewal and extension



Health Check

Following best practices and established methodologies, the Lenovo Services team conducts a comprehensive Health Check and provides an evaluation of our system configuration including:

- Assess and validate your Lenovo data center hardware and analyze firmware and drivers to determine risk
- Check error logs and operating status
- Review credentials to identify potential security vulnerabilities



CO₂ Offset

Make tangible contributions and manage your IT carbon footprint with offsets. We offer a seamless, transparent process to offset the estimated carbon emissions associated with each Lenovo device across your current IT fleet or new purchases.

While minimizing and eliminating emissions should always be the goal, to make additional impact, carbon offsetting your IT fleet is one way to manage your carbon footprint.

Single view of carbon offsets across your IT fleet:

- Access to a personalized sustainability dashboard.
- Simplified reporting to help you manage carbon footprint from a device level to the entire IT fleet
- Consolidated view of carbon offset information across multiple site locations in different countries
- Download confirmation of your carbon offset for each device
- View details of the climate action projects each offset supports with complete transparency



Asset Recovery Services

Lenovo Asset Recovery Services helps securely and responsibly recycle your old hardware, with a hardware-agnostic buy back program to help simplify your refresh cycles.

- Pickup and securely transport devices from your location
- NIST SP 800-88 compliant data sanitization and disk destruction
- Return value to the customer for re-marketable assets
- On-site data destruction (on request)
- Donate assets to a charity organization of your choice.

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 or Business Partner to discuss how our experts can help your business reduce IT complexity and reboot your digital transformation.

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(1) Gartner: CIO Agenda 2023

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