



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 and the perpetual requirements of modern technological innovation poses a challenge that every business must face. The need for impeccable IT support has never been more critical.

Even as businesses invest in digital technologies, over half fall short of meeting leadership's aspirations, according to Gartner.¹ To address these challenges, businesses must focus on enhancing operational excellence, amplifying employee productivity, driving cost-efficiency, and improving the employee experience.

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. Lenovo Premier Support for Data Centers delivers the expertise and efficiency needed to elevate your IT operations and drive impactful business results.

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Choosing the right support: Premier vs. Standard

The type of service you select for your IT can greatly influence your business. Let's take a closer look at what sets Premier Support apart from standard support.

	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	LO/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

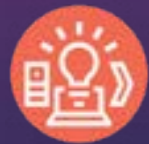
*Service Connect Portal is not available for SMB and smaller Mid-Market companies at this time

Elevated uptime and enhanced collaboration:



With Premier Support, rapid issue resolution isn't just about fixing problems — it's about minimizing downtime and maximizing uptime. Your operations remain uninterrupted as our support team resolves issues swiftly and effectively, creating an environment where collaboration thrives.

Transformational employee experiences in a hybrid workplace:



In a world where employees work across both physical and virtual spaces, their productivity hinges on reliable IT support. Premier Support goes beyond addressing IT issues; it empowers your workforce with consistent, dependable support that enhances their engagement and satisfaction, regardless of where they work.

Relief from CEO-imposed IT pressures:



The expectations placed on IT leaders are immense, particularly when it comes to maintaining workforce productivity. With Premier Support, you can confidently meet these demands while focusing on strategic initiatives that drive business forward. Premier's support services streamline IT operations, enabling teams to navigate complex technological challenges with ease.

Tailored to your needs

With Premier Support for Data Centers, you can choose from a set of tailored support options to best match your needs - from Next Business Day to 24x7 4-Hour Response. Whether it's a minor issue or a critical system failure, you can rely on fast, efficient responses from our dedicated senior-level support engineers

Feature	Warranty Upgrades/Post-Warranty Support			Add-On Services
	Premier NBD	Premier 4-Hour	PESS 4-Hour*	6-Hour CSR**
Service Level	Next Business Day	24x7x4	24x7x4	24x7 6 HR CSR
Problem Determination	24x7	24x7	24x7	24x7
E2E Case Management	Yes	Yes	Yes	Yes
3rd Party Collaborative Software Support	Yes	Yes	Yes	Yes
Escalation Management	No	No	Yes	Yes
Support Duration	3-5 years	3-5 years	3-5 years	3-5 years
Post Warranty	1-2 years	1-2 years	1-2 years	1-2 years
Delivery Method	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	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
Committed Service Repair	No	6 HR CSR available as an add-on	6 HR CSR available as an add-on	Yes

* PESS 4-Hour Response SLA option is only available for Lenovo DM, DG, and DE storage devices.

**CSR availability may vary by product and country. Refer to the [Lenovo Locator Tool](#) for service eligibility.

Unlock business excellence with Premier Support

Lenovo Premier Support for Data Centers offers a differentiated approach that accelerates your path to operational excellence. With an emphasis on **priority resolution**, **fast response times**, and **expert case management**, we ensure your IT infrastructure is running at peak performance.

- **Rapid speed to answer:** Average call response time of **just a few seconds** ensures you're never waiting for help when critical issues arise.
- **Faster case resolution:** Premier Support resolves cases **5 days faster** on average compared to standard support.
- **Minimized escalation:** Premier cases are **2x more likely to be resolved without escalation**, keeping your business running smoothly without unnecessary delays.
- **Comprehensive support:** We provide **third-party software support**, ensuring you have a single point of contact for all your data center needs.
- **Critical problem resolution:** Premier Support ensures minimal disruption to your operations with **priority response** to urgent issues.

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



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

*Previously known as YourDrive YourData



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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