



## Lenovo Support Services

# Smarter provides enhanced productivity to enable business growth and innovation

## Premier Support for Data Centers

Is your IT team constantly bogged down by routine support and maintenance tasks? Are they grappling with downtime and an overwhelming number of unresolved Service Desk tickets? Say goodbye to these challenges with Lenovo Premier Support for Data Centers.

Our dedicated team offers top-tier, unscripted support, empowering you to streamline infrastructure management within budget constraints. By freeing up maintenance, management, and training resources, you can fully direct your efforts toward innovation, and reaching your strategic objectives. Unleash your business's true potential with the comprehensive support solution tailored to your needs.

### Lenovo Premier Support includes:



Advanced technical support, 24x7x365, in more than 90 markets



3rd party collaborative software support and assistance



Access to a dedicated phone number routed to a Lenovo Premier Support Engineer



Response time options for onsite parts and labor



End-to-end case management with Single Point of Contact



Live chat and e-ticketing contact options



Comprehensive hardware and software support troubleshooting

# Customize your Premier Support experience

Premier Support is offered in 3 service levels, enabling you to target the response time you need for a particular system, workload, or application environment:

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

## What does it mean to be a Premier Support customer?

	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 <sup>rd</sup> 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

**Contact your Lenovo Account Manager to learn more about how Premier Support for Data Centers can help your business.**

WWServices\_Premier-Support\_Data-Centers\_Flyer\_020824\_ext\_GP

Lenovo reserves the right to alter product offerings and specifications at any time, without notice. Lenovo makes every effort to ensure accuracy of all information but is not liable or responsible for any editorial, photographic, or typographic errors. All images are for illustration purposes only. For full Lenovo product, service, and warranty specifications, visit [www.lenovo.com](http://www.lenovo.com). Lenovo and the Lenovo logo are trademarks or registered trademarks of Lenovo. Other company, product, and service names may be trademarks or service marks of others. © **Lenovo 2024. All rights reserved.**

**Lenovo**