



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 dealing 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 fast, unscripted support with an average phone response time of **just seconds**. Premier Support ensures **cases are resolved 5 days faster** on average, with **twice the likelihood of resolution without escalation or on-site visits**. 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 a 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 several levels, enabling you to target the response time you need for a particular system, workload, or application environment:

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.

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*	
3rd 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_102624_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. 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