Lenovo Support Services

Smarter resolves monitor IT support challenges with effortless exchange & issue resolution

Premier Support for Monitors

Minimize downtime. Maximize productivity.

While monitor failure may not bring a business to a complete standstill, when these devices fail, your workforce slows down, IT teams scramble, and costs rise[1]. Lenovo Premier Support for Monitors ensures your critical devices stay operational, reducing disruptions and keeping your business running smoothly.

Lenovo

The cost of downtime: What happens when devices fail?

When a monitor fails, your business pays the price:

Lost productivity

With Premier Support, both in-house IT teams and end-users can call Lenovo expert engineers. Customers get straight to resolution and avoid spending time troubleshooting instead of more productive work. According to Happy Signals, time spent on IT support ticket incidents amounts to 3h12m.[2]

IT overload

With an increase in IT service tickets resulting from failed / broken monitors and docking stations, in-house IT teams will be under more pressure. They could be diverted from other critical and strategic IT projects, which would have an even greater financial impact on business operations. With Lenovo Premier Support in place, the burden on internal support teams is significantly reduced, allowing them to focus on keeping the business running while Premier Support runs the IT support.

Customer service disruptions

Monitor failure can impact the reputation of a business if customer operations are impacted, with lower response times and satisfaction. Lenovo Premier Support steps in to get operations back on track, minimizing the business impact on IT failure.

Unplanned costs

With Premier Support for Monitors, IT budgets are more predictable with fewer unbudgeted items such as emergency device replacements and repairs.

Why choose Premier Support for Monitors?

Faster, hassle-free support

- Advanced Exchange ships a replacement device —with priority over Standard Support requests.
- Premier Support — twice the speed, zero hassle, with 2x faster time to service than Standard Support.[3]

Comprehensive device care

- 24/7 elite technical support — direct access to Lenovo engineers.
- Covers the full range of ThinkVision monitors
- Seamless integration for existing Premier Support customers, extending support beyond PCs.[4] Global visibility of the customer portfolio with Premier cover via Lenovo Service Connect.

Secure, sustainable & scalable IT management

- Predictable IT costs — no surprise expenses for repairs or replacements.
- Optimized staffing — Lenovo scales support, so your IT team doesn't have to.
- Sustainable IT — with smarter repair and recycling solutions, Lenovo will repair and refurbish broken monitors whenever possible. Premier Support for Monitors may help to extend device lifecycles and reduce e-waste.

Premier Support for Monitors — at a glance

	Premier Support for Monitors	Standard Support
Priority Replacement	Yes – head of the queue	No prioritization
Consistent support experience across PCs & Monitors	Yes – same elite support team, same phone numbers, same Premier experience[4]	No
Direct access to elite engineers	Yes (no triage hassle)	No
24/7 technical support	Yes (global coverage, 'follow the sun' coverage)[4]	Standard business hours
Predictable IT costs	Yes (fixed pricing for budget control)	Yes
Service ticket tracking via Service Connect	Yes	No
Sustainability focus	Yes (extends device lifecycle & reduces IT waste)	Yes
Unlimited replacements	Yes	Yes

Benefits across the organization with Premier Support for Monitors

- **IT Managers & Directors** — IT managers and directors can simplify their IT support operations by having Lenovo provide support for their PC and peripherals portfolio and spend less time on vendor management, thereby optimizing IT resources, better controlling budgets and reducing support complexity.

- **Enterprise & SMBs** — Maximizing uptime boosts productivity and employee satisfaction with rapid resolution and direct access to Premier Support teams. Staff are able to better perform their jobs, concentrate on achieving their goals rather than waiting for issue resolution.

- **Finance & Procurement teams** — Unexpected costs create financial and procurement problems, as they are unbudgeted. Premier Support pricing is pre-determined for the full term, creating predictable IT support pricing.

- **End users** — Peripheral device users do not want the frustration of disruption and additional administration or creating support tickets. It puts them under pressure if they are unproductive and cannot meet their own job deadlines so seamless and hassle-free processes for exchange and return mean minimal disruption and less stress for the actual end-users.

Smarter Support, Smarter IT

Lenovo Premier Support for Monitors keeps your essential devices operational, your IT teams focused, and your business productive. Lenovo PC device fleets and monitors benefit from the same Premier Support elite level cover to ensure consistency across the support experience – customer IT teams enjoy seamless fleet management and end-users get to experience the Premier difference with any PC or monitor issue resolution.

Learn more

Contact your Lenovo Sales Representative or visit Lenovo.com to level up the support experience across device PC fleets and monitors with Premier Support.

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(1) Business downtime cost is around $300,000 per hour. Happy Signals, The Global IT Experience Benchmark 2023.

(2) Happy Signals, The Global IT Experience Benchmark 2023.

(3) Lenovo sourced internal data comparing Premier Support with Standard Support experience for PCs.

(4) Premier Support for Monitors is available in select markets.

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