

Extend usable life of your IT devices with Lenovo's Premier Support Plus



As IT leaders seek ways to support a more complex and dispersed technology ecosystem while managing their carbon footprint, **maintaining device uptime and extending usable life are essential.**

There's also a mandate for environmentally conscious practices throughout the entire device lifecycle. Tech support services have never been more important and are a key factor in optimizing both human and technology resources.

Premier Support Plus is a simple solution that lightens the load for IT teams by taking on the complexities of routine maintenance and support for onsite and remote workers.

60%

of IT decision-makers say device management is an important environmental issue for their organization.¹



52%

of IT decision-makers report tablets and laptops are replaced according to "expected" lifecycles, versus when they actually stop working.¹

AI-powered insights help you do more, waste less

Premier Support Plus delivers seamless advanced support from anywhere with **smarter proactive and preventive services**. It's the ideal solution for your hybrid workforce and your IT teams.

- ✓ 24/7/365 access to advanced technicians for unscripted support
- ✓ Quick onsite repairs with next-business-day onsite labor and parts prioritization^a
- ✓ Predictive, proactive monitoring that helps preemptive remediation
- ✓ Reduced repair costs with Accidental Damage Protection
- ✓ Enhanced data protection and extended warranties for your fleet's batteries

Extend device life and support circularity

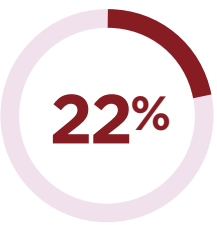
The financial and productivity consequences of device downtime are obvious — and Premier Support Plus helps you avoid them. Just as important to consider is what happens when a device is taken out of service rather than being repaired. It's possible that the device is replaced sooner than necessary or discarded as e-waste.

With Premier Support Plus, break/fix support is quick and easy, boosting productivity and device longevity.

Support your hybrid workforce

Premier Support Plus is designed for fast resolution to keep your employees working, **no matter where they are.**

- Predictive services with AI-powered insights help identify issues before they become problems
- Monitor storage and battery life and optimize PC health
- Preventing downtime enhances employee experience
- Timely action with remote troubleshooting and repairs can limit wasted hours and resources



of respondents say remote work is not supported enough.²

Support your IT teams

Premier Support Plus **helps free up IT teams** to focus on mission-critical issues that are important for your business.

- Monitoring capabilities keep IT aware of device health and enable smarter device management
- Outsourcing support frees up IT time for strategic priorities, including today's top-of-mind sustainability initiatives and innovation
- A designated Services Engagement Manager (SEM)^c saves even more time should escalation be needed

Accidental Damage Protection (ADP)^a

is a valuable solution for the unique challenges of working at home or on the road and allows employees to work confidently from anywhere.

ADP typically saves

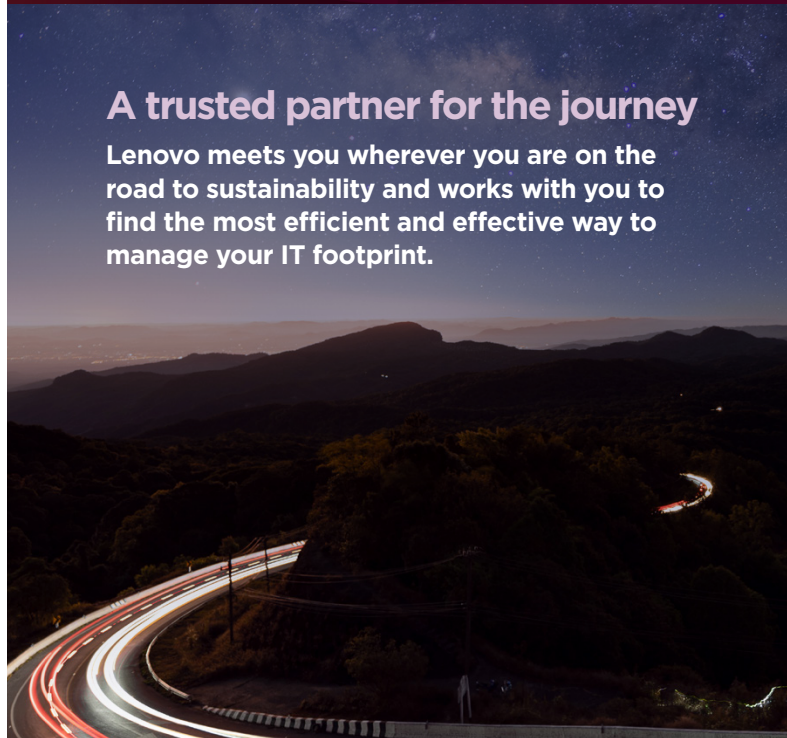
50%–93%



compared to the cost of the most common repairs or system replacement.^b

A trusted partner for the journey

Lenovo meets you wherever you are on the road to sustainability and works with you to find the most efficient and effective way to manage your IT footprint.



Discover how Lenovo solutions support you in reaching your sustainability goals. Learn more at www.lenovo.com/Premier-Support-Plus.

Sources

1 Soti, "Reduce, Reuse, Rethink: From Discard Mentality to Tech Sustainability," 2022

2 HappySignals, "The Global IT Experience Benchmark H2/2022," 2022

a Dependent on market, parts, and hardware availability.

b Based on Lenovo internal data from NA, EMEA, and AP regions and cost of system board, LCD, and hard drive repairs on ThinkPad from April 2022 to April 2023.

c 500 units minimum.

Smarter
technology
for all

Lenovo