

Lenovo Support Services for the Data Center

Lenovo



Maximize System
Uptime



Safeguard Your
IT Investment



Reduce Complex
Environment Burdens



Comprehensive
Support Experience

Spend More Time Innovating, Less Time Maintaining

As the Data Center evolves, managing infrastructure becomes increasingly complex, and simply keeping everything running smoothly can be difficult. Many IT Professionals are facing the same challenges:

- Too much time spent managing & maintaining the infrastructure
- Lack of resources or skills required to support complex environments
- Budget constraints in supporting an optimal infrastructure strategy
- Infrastructure is not reliable or redundant, increasing downtime risk
- Increasing end-user demands and training needed for a remote workforce

There often isn't enough time in the day to address everything on your plate and still prioritize the innovation that the business expects. To take control of today's enterprise-level stresses, you need a business partner with the skills, knowledge, and vision to handle your current needs. Rely on Lenovo Data Center Support Services to ensure you're ready to meet the growing demands ahead.

Whether you are deploying a single server or a complex IT environment, running mission-critical applications, we are here to help with a comprehensive portfolio of services, designed to meet today and tomorrow's challenges. We understand that all workloads are not created equal, and assembling the right mix of services from a long menu of options can be daunting. Make the decision-making process simple, with services for every stage of your journey and pre-defined scopes to meet your requirements.

Contact your Lenovo Representative or Business Partner to learn more about Lenovo's Data Center Support Services or visit:
www.lenovo.com/DataCenterServices

Get the Help You Need, When You Need It with Premier Support

Lenovo Premier Support alleviates the problems encountered when maintaining your data center by putting you in contact with the right person on the first call. Free up your maintenance, management, and employee training resources, and focus efforts on what's more important: innovation and growing your business.

Premier Support includes:

- Access to advanced Premier Support technicians, who will:
 - Serve as your single point of contact for comprehensive hardware and software troubleshooting
 - Own end-to-end case management and problem resolution
 - Manage Premier call escalation to address high severity issues or systemic problems
- Dedicated phone number to reach Premier Support 24x7x365
- Online support tools, supplying a web-enabled form to submit a detailed technical incident report directly to the Premier Support team, 24x7 live chat, and access to a product knowledge base
- Third-party collaborative software support, furnishing technology partners with diagnostic information to speed problem resolution

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

Premier Foundation

Upgrade your base warranty with cost-effective support to keep non-mission-critical server, storage, and networking hardware in working order. You'll get next-business-day onsite response for service calls, including installation of any failed part that needs to be replaced. The Foundation support level provides:



- Next Business Day onsite response for parts and labor, 9x5 normal business hours
- Onsite installation of all replacement parts
- Warranty extension to 3-5 years

Lenovo's worldwide Premier Support service includes 24x7 support for select countries and languages. Check [Service Locator Tool](#) for availability.

Premier Essential

Improve uptime for core business workloads and safeguard sensitive data. The Essential support level includes all the benefits of Foundation services plus 4-hour onsite response, 24x7:



- 4 Hour onsite response for parts and labor, 24x7
- Onsite installation of all replacement parts
- YourDrive YourData
- Warranty extension to 3-5 years

Lenovo's worldwide Premier Support service includes 24x7 support for select countries and languages. Check [Service Locator Tool](#) for availability.

Premier Advanced

Maximize uptime for mission-critical applications and workloads. The Advanced support level includes all the benefits of Essential services plus 2-hour onsite response, 24x7:



- 2 Hour onsite response for parts and labor, 24x7
- Onsite installation of all replacement parts
- YourDrive YourData
- Warranty extension to 3-5 years

Lenovo's worldwide Premier Support service includes 24x7 support for select countries and languages. Check [Service Locator Tool](#) for availability.

Recommended Service Options

Customize Premier Support levels with additional data center services in line with your business needs.



[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 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



[YourDrive YourData](#)

Protect sensitive data and maintain compliance with corporate retention and disposal policies. Lenovo's YourDrive YourData Retention Service alleviates liability risks by enabling you to:

- Retain failed drives¹ for extra data protection—otherwise, failed drives must be returned to Lenovo
- Dispose of retained drives¹ at your discretion



[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 your 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



[Enterprise Server Software Support](#)

Gain comprehensive, single-source support for a wide range of server operating systems and Microsoft server applications. Lenovo's Enterprise Server Software Support Service provides:

- Troubleshooting assistance for the entire server software stack
- Support for server operating systems from Microsoft, Red Hat, SUSE, & VMware; Microsoft server applications
- Hardware how-to support for System x servers
- Resolution for hardware problems not covered under warranty, including referral to the right documentation and publications for corrective service information on known defects, and transfer to hardware support if needed
- Unlimited support calls at one low annual rate²



[Health Check](#)

Following best practices and established methodologies, the Lenovo Services team conducts a comprehensive Health Check and provides an evaluation of your 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



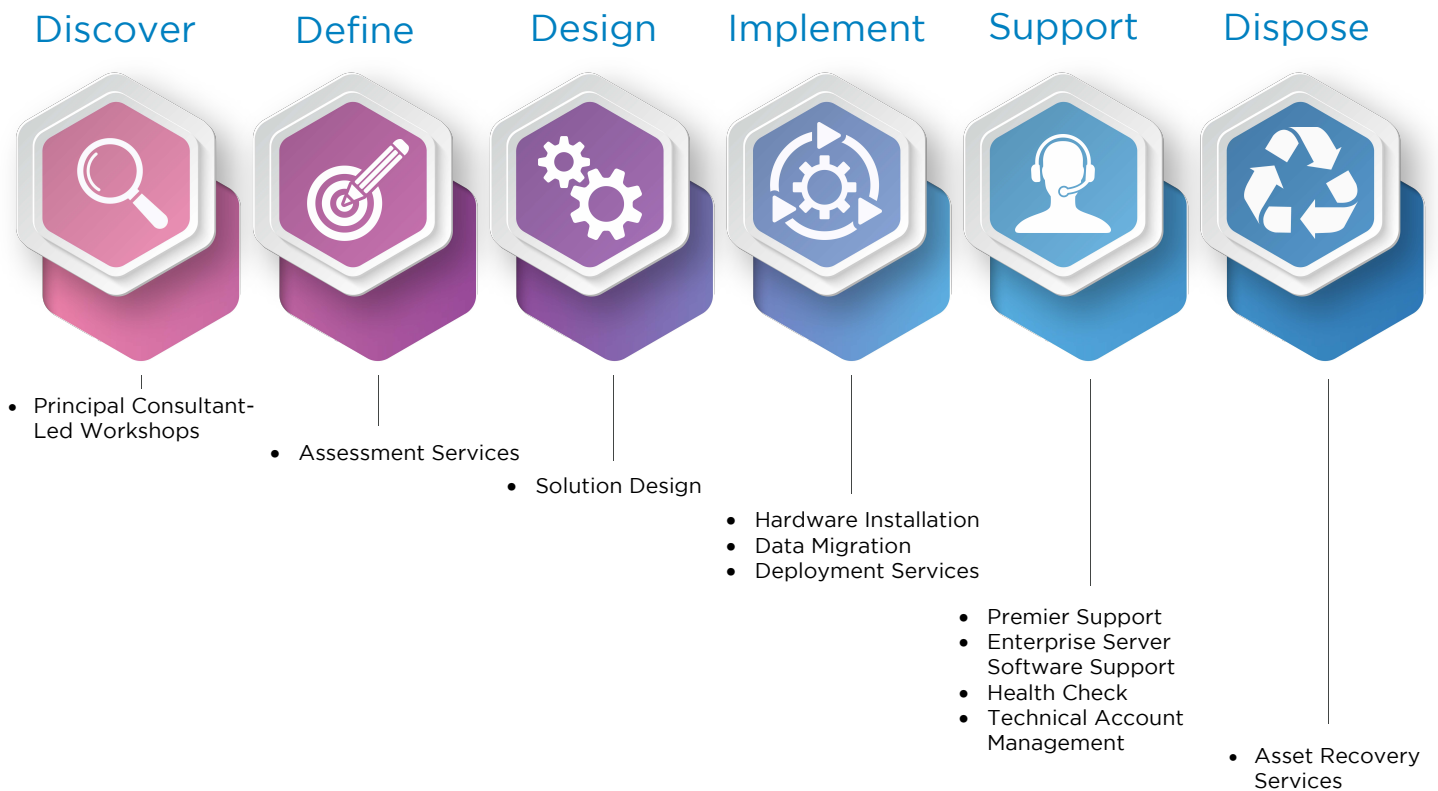
[Asset Recovery Services](#)

Lenovo provides proper cleansing, recycling, and disposal of retired assets, mitigating the environmental and data security risks associated with end-of-life assets. Services are available for any brand or technology product which include:

- Processing to receive, test and prepare equipment for resale
- Certified data destruction (data sanitization)
- Recycling to ensure proper disposal for obsolete equipment
- Return value for re-marketable assets

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. Let Lenovo Services' unique offerings and expertise help you get the most out of your technology investment. All services may not be available in all countries. Contact your Lenovo Representative or Business Partner to learn more about Lenovo's Data Center Support services. Or visit www.lenovo.com/DataCenterServices



1. Covered drives include the following: hard drive designed to operate in hard drive bay, solid-state drive designed to operate in hard drive bay, Flash I/O drive as add-on card, Flash memory module (Flash DIMM), and Lenovo server USB Flash keys.

2. Lenovo provides 24x7x365 service for critical problems, and support during business hours for noncritical problems. If live phone help is unavailable during those service windows, responses are provided within 2 hours. Support hours and contact methods may vary by country.

© 2020 Lenovo. All rights reserved.

LENOVO PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE.

This information could include technical inaccuracies or typographical errors. Changes may be made to the information herein; these changes will be incorporated in new editions of the publication. Lenovo may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice. 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.