



Lenovo Premier Support Service

Fast Direct Simple

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.**

Worldwide Premier Support services covers Lenovo data center products ranging from ThinkAgile software-defined infrastructure solutions to ThinkSystem servers, storage, and networking.

Premier Support

Different innovates better

Servers



Storage



Networking



FAST

Lenovo service and support possess **skilled technicians in hardware, software, and advanced troubleshooting** to help maintain a smooth data center operation.

DIRECT

Lenovo offers and manages a worldwide customer service experience. Customers have direct access to the Lenovo Premier Support team who are **available 24x7 via phone, ticket or chat**.

SIMPLE

Lenovo Premier Support is a **single point of contact support service**. Lenovo owns and manages the support incident from open to closure. Lenovo has deep technical partnerships with leading software vendors to simplify and manage the support complexity.

Key features of Premier Support

Direct Technician-to-Technician Access



3rd Party Collaborative Software Support



Premier Support Engineer



Comprehensive Hardware + Software Troubleshooting



Dedicated Premier Phone Number



Response Time Options for Onsite Parts and Labor



End-to-End Case Management



Live Chat



Premier Support Service

Lenovo's worldwide Premier Support service includes 24x7 support together with onsite support maintenance. Your Premier Support service contains:

A remote Premier Support Engineer, who will:

- Serve as a single point of contact for comprehensive hardware and software troubleshooting.
- Own end-to-end case management and problem resolution.
- Manage Premier call escalations to address high-severity issues or systematic problems.
- Software support is provided for:
 - ThinkAgile products - Level 2 (Lenovo software)
 - License purchased from Lenovo – Level 2 (Lenovo software)
 - Premier Support – Level 2 (Vendor software)

Online case management, providing a web-enabled form to submit a detailed technical incident report directly to the Premier Support team.

Collaborative third-party software support, providing technology partners with diagnostic information rapid 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

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;
Post Warranty maintenance 1-2 years

Premier Essential

4 Hours onsite response for parts and labor, 24x7

Onsite installation of all replacement parts

YourDrive YourData

Warranty extension to 3–5 years;
Post Warranty maintenance 1-2 years

Optional Upgrade: 24 Hr committed service repair

Premier Advanced

6 Hours Committed Service Repair, 24x7

Onsite installation of all replacement parts

YourDrive YourData

Warranty extension to 3–5 years,
Post Warranty maintenance 1-2 years

[Learn more here](#)