

ADD A NEW DIMENSION TO YOUR IT

FREE YOUR TEAM TO EXCEL IN INNOVATION AND PRODUCTIVITY

IT landscapes are becoming more complicated, while simultaneously, budgets are contracting. The challenge lies in reducing complexity and operational costs, while increasing the impact of your in-house teams by focusing their efforts on revenue-generating and innovation projects.

What if the solution was to cost effectively offload your routine support tasks, and shift time-intensive advanced problem solving to an expert team of support engineers?

The result is increased end-user productivity and an IT team that delivers more impact for your organization.



EXPERIENCE IT IN 3D WITH LENOVO PREMIER SUPPORT

Lenovo™ Premier support¹ can help free up your IT staff to focus on strategic initiatives that move your organization forward. We can boost end user productivity, limiting downtime by delivering direct access to elite Lenovo™ engineers who provide unscripted, advanced hardware and software support to your users.

**Premier
Support**

Lenovo

PREMIER SUPPORT OFFERS:

- Hassle-free, advanced local technical support weekdays 7 a.m. - 8 p.m. (EST)²
- Comprehensive hardware and original equipment manufacturer software support
- Simplified end-to-end case management with a single point of contact
- Technical Account Managers are available for escalation management
- VIP service with next business day onsite labor³ and parts prioritization⁴
- Quarterly service level reporting to help identify trends
- Easy reference to Premier Support contact centers worldwide with optional Asset Tags

	Lenovo™ Premier Support	Lenovo™ Onsite Support	Lenovo™ Depot Support
Call center support for basic troubleshooting, out-of-the-box support and technical issues	✓	✓	✓
Advanced call center support ¹ , dedicated phone number, onshore Mon - Fri 7 a.m. - 8 p.m. (EST) ¹	✓		
Warranty claims including parts and labor ⁴	Next business day onsite labor and parts prioritization ⁴	Standard SLAs	Standard SLAs
Comprehensive hardware and original equipment manufacturer (OEM) software support	✓		
Single point of contact for simplified end-to-end case management	✓		
Technical Account Managers are available for relationship and escalation management	✓		
Quarterly service level reporting	✓		
Asset Tag option for easy reference to Premier Support call centers around the world	✓		

WOULD YOU LIKE TO KNOW MORE?



CONTACT A LENOVO REPRESENTATIVE

¹ Not available in all countries.

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³ Post-completion of phone-based troubleshooting prior to 3 p.m. local time. Lenovo reserves the right to alter product offerings and specifications at any time, without notice.

⁴ Parts prioritization is subject to parts availability.

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