



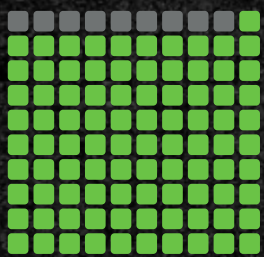
# Lenovo Premier Support

**ADVANCED ENGINEERS.  
END-TO-END CASE MANAGEMENT.  
FASTER, FIRST-TIME RESOLUTIONS.**

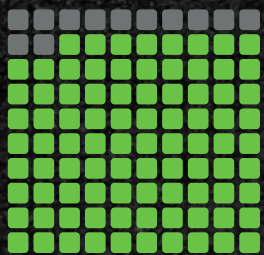
As IT budgets contract, you need to reduce complexity, decrease operational costs, and find ways to increase efficiency from your in-house IT support teams. Lenovo™ Premier Support manages routine support tasks, freeing IT focus on strategic efforts that move the organization forward.

Boost end-user productivity and limit downtime with direct access to elite Lenovo engineers who provide unscripted, advanced hardware and software support. For more complex issues, Lenovo Technical Account Management teams provide end-to-end case management for faster, first-time resolutions.

## How Does Premier Support Measure Up?



**91%** of Premier Support customers indicate they would purchase again



**88%** of Lenovo customers indicate they would recommend Premier Support to a peer



**Smarter  
technology  
for all**

**Lenovo**



## Lenovo Premier Support includes:



Advanced technical support, 24x7x365, in more than 100 markets



Technical Account Managers for proactive relationship and escalation management



Comprehensive hardware & OEM software support<sup>1</sup>



Priority on service delivery<sup>2,3</sup> and repair parts<sup>3,4</sup>



Single point of contact for simplified end-to-end case management



Lenovo Service Connect Portal for customized reporting and product support<sup>3,5</sup>

| Lenovo Support Overview   | Lenovo Premier Support  | Lenovo Onsite Support (Standard) | Lenovo Depot Support (Standard) |
|---|---|----------------------------------|---------------------------------|
| Call center support for basic troubleshooting, out-of-the-box support and technical issues  | ✓   | ✓                                | ✓                               |
| Dedicated, advanced technical support available 24 x 7 x 365  | ✓   |                                  |                                 |
| Warranty claims including parts and labor   | Onsite labor <sup>2,3</sup> and parts <sup>3,4</sup> prioritization | Standard SLA                     | Standard SLA                    |
| Comprehensive hardware and original equipment manufacturer (OEM) software support <sup>1</sup>  | ✓   |                                  |                                 |
| Single point of contact for simplified end-to-end case management   | ✓   |                                  |                                 |
| Technical Account Managers for proactive relationship and escalation management   | ✓   |                                  |                                 |
| Comprehensive suite of reporting <sup>3,5</sup>   | ✓   |                                  |                                 |
| Lenovo Service Connect portal for install base details, service ticket status and reporting to help identify trends and proactively address issues <sup>3,5</sup> | ✓   |                                  |                                 |
| Asset Tag option for easy reference to Premier Support call centers around the world <sup>3</sup>   | ✓   |                                  |                                 |

**Smarter gives You a partner in IT.  
Learn more about how Premier Support can exceed Your expectations.**



**SPEAK WITH YOUR ACCOUNT REPRESENTATIVE TODAY.**

WWServices - PremFlyer - 042320 - CustComm -RL/PS

(1) Support limited to select software applications on a best-effort basis. Does not include how-to or technical assistance for enterprise software applications or custom, industry-specific software. (2) If Lenovo determines the issue is covered by warranty and cannot be resolved over the phone or through a customer replaceable part, repair will be made on-site where service is available. Otherwise, best available service delivery will be used. Calls received after 4:00pm local time will require an additional business day for service dispatch. (3) Not available in all markets. (4) Out of stock parts could delay service delivery. (5) Various levels available. Select criteria apply. Contact your local sales representative for more details.

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**Lenovo**