

lenovo® FOR
THOSE
WHO DO.

LENOVO® SERVICES FOR THINKSERVER®

BUSINESS CRITICAL SUPPORT AND SECURITY

LENOVO'S COMPREHENSIVE PORTFOLIO OF SERVER SERVICES ENSURE A COMPLETE SERVER SOLUTION FOR YOUR BUSINESS CRITICAL DATA AND OPERATIONS.

BENEFITS:

- Exceptional quality Services to ensure your servers stay up and running, with business continuity you can rely on
- Certified Lenovo Technicians know our servers best, and only use genuine, Lenovo Qualified replacement parts for maximum reliability
- Our comprehensive portfolio of services provides the support you need to meet your unique business requirements

24/7 ACCESS TO ADVANCED TECHNICIANS

Priority call routing with escalation management and call tracking for support when you need it most.

PRIORITY TECHNICAL SUPPORT

RAPID RESPONSE ONSITE SERVICE UPGRADES

Response to business critical issues when you need it most; 24 hours a day, 7 days a week, including nights and weekends.

FLEXIBLE WARRANTY UPGRADES - 4/8 HOUR OR NEXT DAY RESPONSE 24/7 OR 9/5

ULTIMATE DATA SECURITY

Retain your hard or solid state drives and data in the unlikely event of drive failure.

KEEP YOUR DRIVE

EXPERT IMAGE AND ASSET MANAGEMENT

Leverage Lenovo's expertise and manufacturing efficiencies to image, customize, and manage your assets.

CUSTOM IMAGING, BIOS, ASSET TAGGING AND ASSET RECOVERY SERVICE

PROTECTION FROM DATA LOSS

The automated and secure way to protect against the potential risk of business critical data loss from your servers.

ONLINE DATA BACKUP



THINKSERVER® SERVICES PORTFOLIO

| | | |
|--|---|--|
| Next Business Day 9x5 Next Business Day Onsite Response Time 9x5 for hardware support with telephone incident reporting | Priority Technical Support + 4 Hr Onsite Response Time 9x5 OR 8 Hr Onsite Response Time 24x7 | Priority Technical Support + 4 Hr Onsite Response Time 24x7 + Custom Imaging |
| (Optional) Keep Your Drive Service, Asset Tagging, Asset Recovery, Online Data Backup, Custom BIOS | | |
| GOOD | BETTER | BEST |

PRIORITY TECHNICAL SUPPORT^{1,2}

Immediate Expert Support

Lenovo's Priority Technical Support provides direct access to advanced technicians 24 hours a day, 7 days a week. You'll have a single source solution for all your hardware, operating system and software related server issues.

WARRANTY UPGRADE OPTIONS³

Ensure System Availability

4 Hour Onsite Response Time in 24x7 Service Window

Best-in-class response when you need it most, 24 hours a day, 7 days a week including nights and weekends.

4hr Onsite Response Time in 9x5 Service Window

8hr Onsite Response Time in 24x7 Service Window

ThinkServer Service Availability Tool

To confirm your location is eligible for 4 or 8 hour response please use the zip code look-up tool

lenovo.com/4HourLocator

KEEP YOUR DRIVE

Maximum Data Security

Lenovo's Keep Your Drive Service provides a convenient and secure way to retain your drives and confidential data in the unlikely event of failure. This mitigates civil liability risks and the potential costs associated with data falling into the wrong hands. Lenovo's KeepYour Drive service covers all Lenovo drives installed in the server.

TRANSITION SERVICES

Customization, Security and Asset Tagging

Leverage Lenovo's Imaging capabilities to accelerate the deployment of your ThinkServers.

Image Creation

Based on the needs of your organization.

Image Load

Reduction of technician touch time and deployment time.

Asset Tagging

Enables immediate control of server assets from day one and speeds up install and set-up.

Asset Recovery Service

Mitigate environmental and data security risks associated with end-of-life asset disposal.

Custom BIOS

Lenovo reviews and configures your hardware BIOS settings.

Lenovo Imaging Technology Center Advantage

- Extending Lenovo's extensive imaging expertise onto ThinkServer platforms
- Save significant time, enabling IT personnel to focus on more strategic projects

- Lenovo ITC has over 8 million custom images delivered to over 3,000 customers
- Dedicated engineer throughout life of imaging projects
- End to end project management

ONLINE DATA BACKUP

Complete Data Security

Lenovo's Online Data Backup is a simple, automatic and secure way to protect your organization from the potential risk of business critical data loss from your servers.

For customers with over 100GB of data on their server(s), data seeding is a service offered to enable you to backup initially to a special secured hard drive device and then ship the device to the data center for uploading.⁴ Server storage options offered are: 100GB, 250GB, and 500GB.

Lenovo offers a comprehensive portfolio of services that support the entire lifecycle of your Lenovo assets. For more information on Lenovo's Server Services, or any of our service offerings, please visit www.lenovo.com/ThinkServerServices/us, or call:

1-855-253-6686

Lenovo Services

(1) Priority Technical Support may not be available in all regions. (2) Priority Technical Support offer must match the Warranty Term 3. If Lenovo determines your product problem is covered by the product warranty and cannot be resolved over the telephone or through a customer replaceable part, repair will be made onsite (3) If a customer with 4hr 9x5 service reports an incident at 3 pm on Friday, a Lenovo technician should arrive at the customer's location at 10 am on Monday. Time to site is based on Dispatch not Report. (4) The drive device includes a client agent which will encrypt your initial backup using a default key. The agent will generate a second encryption key and encrypt the data a second time before placing any data on the hard drive. The second key is destroyed once the data is successfully stored in the data center. All images are for illustration purposes only. For full Lenovo product, service and warranty specifications visit www.lenovo.com. The following are trademarks or registered trademarks of Lenovo: Lenovo, the Lenovo logo, ThinkPad, For Those Who Do and Lenovo Services. Other company, product and service name may be trademarks or service marks of others. ©2013 Lenovo.