



LENOVO™ PREMIER SUPPORT

Razón Premier Support?

A medida que los presupuestos de TI se contratan, desea obtener una mayor eficacia de sus equipos de soporte de TI internos existentes. Lenovo Premier Support ayuda brindando personal altamente capacitado para brindar soporte con un enfoque en resolución de problemas avanzada y administración de casos dedicada.

Lenovo™ Premier Support ofrece:

- Soporte Técnico a través de línea dedicada 01800
- Lun-Vie 9am – 6pm Soporte Técnico
- Priorización de partes & Next Business Day
- Asignación de un Technical Account Manager para solución de problemas
- Contacto único para administración de casos
- Compatibilidad con software de fabricante de equipos originales (OEM)

CARACTERISTICAS	LENOVO DEPOT SUPPORT (STANDARD)	LENOVO ONSITE SUPPORT (STANDARD)	LENOVO PREMIER SUPPORT
LINEA TELEFONICA DEDICADA PREMIER SUPPORT	X	X	✓
TECHNICAL ACCOUNT MANAGER ASIGNADO	X	X	✓
SOPORTE INTEGRAL SOFTWARE & HARDWARE (OEM)	X	X	✓
PRIORIZACION DE PARTES & NEXT BUSINESS DAY	X	X	✓
CONTACTO UNICO PARA ADMINISTRACION DE CASOS	X	X	✓



Services

Connect With Us

Lenovo Premier Support is part of a comprehensive portfolio that supports the entire lifecycle of your PCs.

For more information on this, or other service offerings, please contact your Lenovo Sales Representative.

(1) Post completion of phone based troubleshooting pre 3pm local time. Lenovo reserves the right to alter product offerings and specifications at any time, without notice. Lenovo makes every effort to ensure accuracy of all information but is not liable or responsible for any editorial, photographic or typographic errors. All images are for illustration purposes only. For full Lenovo product, service and warranty specifications visit www.lenovo.com. 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. © Lenovo 2016. All rights reserved.