Premier Support

Take the complexity out of supporting today's demanding data center environments

As your organization adopts increasingly complex technologies for business-critical systems, it's become more important—and more challenging—to maintain smooth data center operations. But you don't have to face these challenges alone. Lenovo Premier Support delivers an exceptional service experience with direct access to skilled technicians who are with you every step of the way. Our industry-leading expertise helps improve the stability of your data center, freeing you to focus on business priorities.

Worldwide Premier Support service covers Lenovo data center products ranging from ThinkAgile software-defined infrastructure solutions to ThinkSystem servers, storage, and networking. Direct, technician-to-technician access helps resolve technical issues efficiently and effectively. You also benefit from Lenovo's collaborative third-party software support for your Lenovo data center infrastructure. When we diagnose a third-party software issue, our experts provide technology partners with diagnostic information to expedite problem resolution.

Your Premier Support consultant serves as your technical advocate, a single point of contact with deep knowledge of Lenovo's products and data center solutions. Proactive services such as remote system analysis head off issues before they become problems. In addition, access to online case management and a 24x7 contact center helps you resolve incidents quickly.

Let Lenovo's enterprise-class Premier Support service maximize your technology investment. We'll make it easier to keep your data center operations running smoothly so you can focus on meeting strategic business goals.
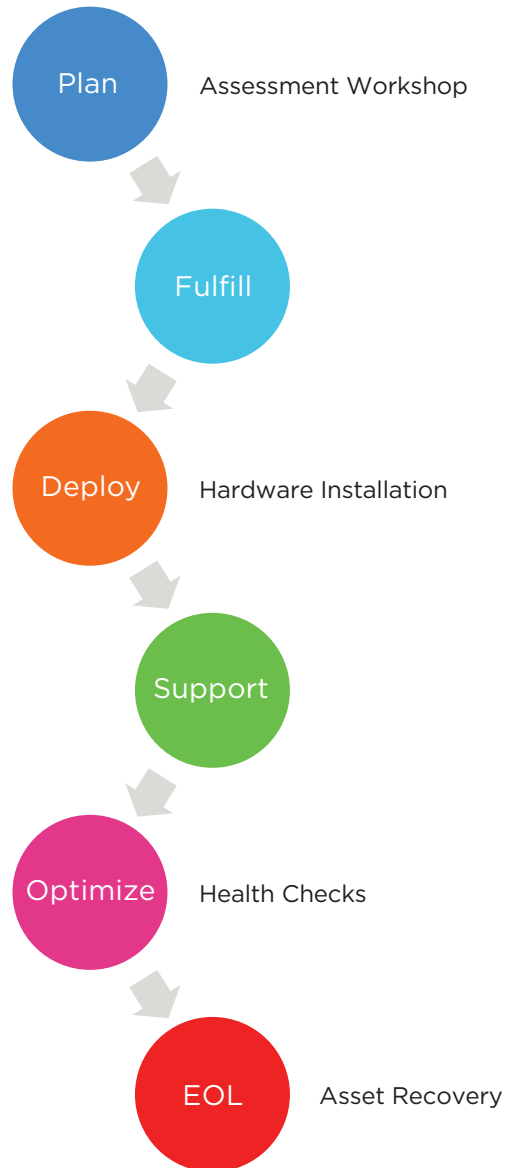
Premier Support Coverage

Lenovo's worldwide Premier Support service includes 24x7 support for select countries and languages, together with onsite support maintenance. Your Premier Support service for the data center includes:

- A remote Premier Support consultant, 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 escalation to address high-severity issues or systemic problems
- 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, furnishing technology partners with diagnostic information to speed problem resolution
- On-demand remote system analysis,* providing a report that analyzes the configuration of your current Lenovo data center product along with recommendations for optimizing your product's supported configuration

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* Remote system analysis requires installation of the Lenovo XClarity IT infrastructure management virtual appliance.

Customers Who Obtained These Services Also Considered...

Plan	Assessment Workshop
Fulfill	
Deploy	Hardware Installation
Support	
Optimize	Health Checks
EOL	Asset Recovery

Lenovo™ offers a comprehensive portfolio of services that supports the full lifecycle of your Lenovo IT assets. At every stage—plan, fulfill, deploy, support, optimize, and end of life (EOL)—we offer the expertise and services you need to more accurately budget for IT expenses, deliver better service-level agreements, and generate greater end-user satisfaction. Let Lenovo Services' unique offerings and expertise help you get the most out of your technology investment.

Lenovo's Premier Support service is part of a comprehensive portfolio of Lenovo Services that supports the entire suite of enterprise products.

Contact your Lenovo representative or Business Partner to learn more about Lenovo's Premier Support service. Also visit **www.lenovo.com/DataCenterServices**

Lenovo Services