

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 web-based ticket tracking for support when you need it most.

PRIORITY TECHNICAL SUPPORT

RAPID RESPONSE ONSITE SERVICE UPGRADES

Response to business critical issues; 24 hours a day, 7 days a week, including nights and weekends.

FLEXIBLE WARRANTY UPGRADES - 4 HOUR 24X7, 4 HOUR 9X5 OR NEXT BUSINESS DAY ONSITE RESPONSE

ULTIMATE DATA SECURITY

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

KEEP YOUR DRIVE

EXPERT ASSET MANAGEMENT

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

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

GOOD

BETTER

BEST

Next Business Day 9x5 (Base Warranty)

Priority Technical Support
+
4 Hr Onsite Response Time 9x5
+
Onsite Technical Installation of CRU Parts

Priority Technical Support
+
4 Hr Onsite Response Time 24x7
+
Keep Your Drive
+
Onsite Technical Installation of CRU Parts

(Optional)
Online Data Backup, Asset Tagging, Asset Recovery, Financing

BASE WARRANTY

WARRANTY SERVICE	RESPONSE TIME	SERVICE TYPE	SERVICE WINDOW	PHONE SUPPORT	YEARS	CUSTOMER REPLACEABLE UNITS
Included	Next Business Day	Onsite	Onsite: Mon–Fri, 9 am–5 pm	Phone: 24 x 7 x 365	TS: 1 or 3 Year RD: 3 Year	Some Parts Customer Install

WARRANTY UPGRADE OPTIONS

WARRANTY SERVICE	RESPONSE TIME	SERVICE TYPE	SERVICE WINDOW	PHONE SUPPORT	YEARS	CUSTOMER REPLACEABLE UNITS
Onsite NBD 9x5 ¹	NBD	Onsite	Onsite: Mon–Fri, 9 am–5 pm	Phone: 24 x 7 x 365	3, 4, 5	Some Parts Customer Install
Onsite 4 Hour 9 x 5 ^{1,2}	4 Hours	Onsite	Onsite: Mon–Fri, 9 am–5 pm	Phone: 24 x 7 x 365	1, 3, 4, 5	All Parts Repaired Onsite
Onsite 4 Hour 24 x 7 x 365	4 Hours	Onsite	Onsite: Mon–Sun, 12 am–12 am	Phone: 24 x 7 x 365	1, 3, 4, 5	All Parts Repaired Onsite

ENHANCED SUPPORT OPTIONS (available with any warranty)

SUPPORT SERVICE	AVAILABILITY	QUEUE WAIT TIME	TECHNICIAN LEVEL	WEB BASED SUBMISSION / TRACKING	OS / SOFTWARE SUPPORT (1)	CONFIGURATION ASSISTANCE	DEFINED ESCALATION PROCESS	NETWORKING ASSISTANCE	'HOW TO' QUESTIONS
Priority Technical Support ³	Phone: 24 x 7 x 365	<2 Minutes	Advanced	Yes	Lenovo Tools & Certified OS	Yes	Yes	One Node	Basic
SUPPORT SERVICE	OFFER TERMS	SERVICE DESCRIPTION			DURATION	PHONE SUPPORT	SERVICE LEVEL		
Keep Your Drive	Concurrent with Warranty	Customer Retains Drive When Replaced During Repair			3, 4, 5	Phone: 24 x 7 x 365	Based on Warranty		

(1) Lenovo troubleshoots basic software problems or will transfer customers to the appropriate software vendor to assist in resolving issues. If customer does not have service agreement with the software vendor, Lenovo will provide courtesy transfer to appropriate vendor toll-free support line.

PRIORITY TECHNICAL SUPPORT

24x7 access to advanced technicians

Lenovo's Priority Technical Support is an enhanced warranty plan that provides direct access to advanced technical support - faster than basic warranty support. It helps to bypass basic troubleshooting and experience shorter hold times, reduced repair times and higher first time fix rates.

Priority Technical Support includes:

- Priority call routing to advanced technicians for faster response, usually under 1 minute.
- Dedicated support phone numbers
- 24x7 telephone tech-to-tech support
- Web-based ticket registration and ticket tracking
- Escalation Management
- Support in Local Language

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/uk.

Lenovo Services

(1) 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.
 (2) 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 by 10 am on Monday. Time to site is based on Dispatch not Report.
 (3) Priority Technical Support may not be available in all regions. Priority Technical Support offer must match the Warranty Term.
 (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.
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