

Lenovo

Premier Support



DEDICATED ACCESS TO ADVANCED TROUBLESHOOTING AND END-TO-END CASE MANAGEMENT.

Why Premier Support?

You need a support infrastructure that offers consistent excellence across the globe. Lenovo™ Premier Support provides direct access to our most elite technicians for unscripted troubleshooting and comprehensive software support. In addition, you'll have access to Technical Account Managers, with in-depth knowledge of your business, that offer proactive relationship and escalation management. Lenovo™ Premier Support for excellence, every step of the way.

Lenovo™ Premier Support Offers:

- Local language, advanced technical support¹, weekday 7 am - 7 pm (local time)
- Comprehensive hardware and Original Equipment Manufacturer (OEM) software support
- Single point of contact for simplified end-to-end case management
- Technical Account Managers for proactive relationship and escalation management
- Next Business Day Onsite labor² and parts prioritization
- Comprehensive suite of reporting³
- Lenovo™ Commercial Portal for install base details, service ticket status and reporting to help identify trends and proactively address issues³
- Easy reference to Premier Support contact centers worldwide with optional Asset Tags

Features	Lenovo™ Depot Support (Standard)	Lenovo™ Onsite Support	Lenovo™ Premier Support
Local language, advanced technical support ¹ , weekday 7 am - 7 pm (local time)	x	x	✓
Comprehensive hardware and Original Equipment Manufacturer (OEM) software support	x	x	✓
Single point of contact for simplified end-to-end case management	x	x	✓
Technical Account Managers for proactive relationship and escalation management	x	x	✓
Next Business Day Onsite labor ² & parts prioritization	x	x	✓
Comprehensive suite of reporting ³	x	x	✓
Lenovo™ Commercial Portal for install base details, service ticket status and reporting ³	x	x	✓
Asset Tag option for easy reference to Premier Support call centers around the world	x	x	✓

Lenovo 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] Not available in all countries. [2] Post completion of phone-based troubleshooting pre 3 pm local time. [3] To be fully enabled in 2019. Various levels available. Select criteria apply. Contact your local sales representative for more details. 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 2019. All rights reserved.

