

LENOVO SERVICES FOR THINKSTATION

REVOLUTIONARY DESIGN REQUIRES WORLD-CLASS SERVICE

Lenovo® offers a comprehensive portfolio of services that support the full lifecycle of your Lenovo ThinkStation®. A new revolutionary hardware design maximizes serviceability to ensure limited downtime and optimal productivity. With Lenovo's best-in-class service offers and response times, you'll get the most out of your IT investment.

LENOVO SERVICES ADVANTAGE

- Comprehensive services portfolio for a single source solution to all of your PC support needs
- Global footprint, with over 22,000 certified technicians, 164 countries, and 20+ languages supported
- Leading Imaging Technical Center: 200+ years of combined professional imaging experience, over 8 million images deployed through a standard, globalized process
- Industry leading service levels with world-class supply chain, parts availability, and consistent delivery experience

OPTIMIZED DESIGN AND BEST-IN-CLASS RESPONSE FOR MISSION CRITICAL REPAIRS

Minimize downtime with flexible tool-less/modular hardware design plus 4 Hour Service Response for fast, easy technical repair.

WARRANTY: ONSITE + 24/7/4 HOUR RESPONSE TIME + TECH INSTALLED CRU

ENTERPRISE SECURITY AND ASSET MANAGEMENT

Maximize protection of your systems and data with a comprehensive portfolio of security related services.

ENCRYPTION, KEEP YOUR DRIVE, & ASSET TAGGING SERVICES



DIAGNOSTICS WITH 24X7 ACCESS TO ADVANCED TECHNICIANS

Leverage Lenovo's Mobile Diagnostic capabilities and 24/7 direct access to Level 2 technicians for maximum serviceability with minimal repair times.

PRIORITY TECHNICAL SUPPORT

STREAMLINED DEPLOYMENT

Utilize ThinkStation's Optimization Software with our comprehensive portfolio of Transition Services to minimize touchpoints and save your organization significant cost and time.

FACTORY INTEGRATION + DEPLOYMENT AUTOMATION SERVICES

LENOVO SERVICES FOR THINKSTATION

Lenovo offers a comprehensive and flexible services portfolio to meet the varying needs of your organization.

WARRANTY AND PROTECTION SERVICES

With a business critical machine like Lenovo's ThinkStation, best-in-class Warranty and Protection Services are essential to ensure maximum productivity, security and uptime.

WARRANTY EXTENSIONS AND UPGRADES

WARRANTY UPGRADES ¹ WINDOW WITH EXPERT TELEPHONE AND ONSITE FIELD TECHNICIAN SUPPORT.		
4 Hour Onsite Response Time 9x5	Response	4 hour onsite response time available in a 9x5 service window for with fast, expert telephone support and onsite field technician support. All internal parts are field technician installed. The response time service window is Monday – Friday, 9 a.m. – 5 p.m.
4 Hour Onsite Response Time 24x7		4 hour onsite response time available in a 24x7 service window for with fast, expert telephone support and onsite field technician support. All internal parts are field technician installed. The response time service window is 24x7, 365 days a year.
Tech Installed CRU		Industry standard on-site ThinkStation warranty requires customer installation of Customer Replaceable Units (CRUs). Eliminate the headache of replacing internal components by having a Lenovo technician provide on-site installation of Customer Replaceable Unit parts.

PRIORITY TECHNICAL SUPPORT

Lenovo's Priority Technical Support lets you bypass basic troubleshooting with direct access to advanced level technicians. You'll experience shorter hold times, reduced repair times and higher first-time fix rates, freeing up your resources to focus on mission-critical business activities.

- 24x7 telephone tech-to tech support
- Priority call routing
- Advanced level technicians
- Electronic call tracking system
- Escalation management with customers-defined security
- Third party software support

KEEP YOUR DRIVE SERVICE

Under the terms of the Lenovo Limited Warranty, when Lenovo replaces a defective part, that part becomes the property of Lenovo. 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.

- KYD service is available at the time of system purchase and during any period of warranty coverage
- Coverage continues for duration of system limited warranty, even if hard drive has been replaced
- KYD covers multiple drives in a system and multiple failures

TRANSITION SERVICES

Lenovo's comprehensive portfolio of Transition Services streamlines and maximizes the efficiency of complex IT projects. Customized options minimize touchpoints and user disruption, while saving your organization significant cost and time.

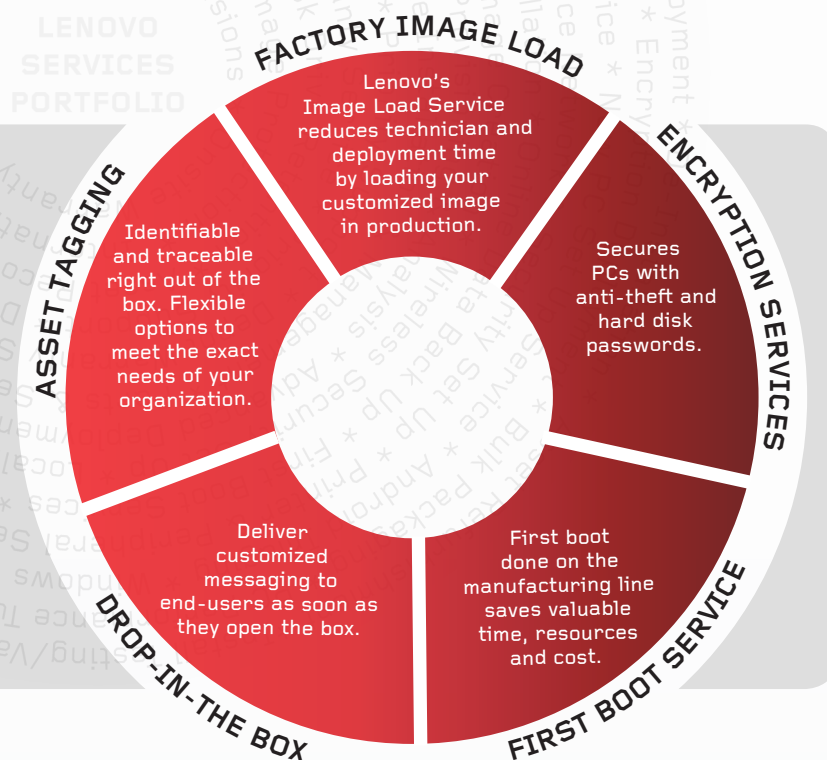
FACTORY INTEGRATION SERVICES

Executed in production, Factory Services enable accurate configuration and control of your PCs before shipment. You'll have asset readiness and security from day one.

DEPLOYMENT AUTOMATION SERVICES

Streamline and maximize the efficiency of your deployments by automating mundane and time intensive desk-side tasks.

- Customized on a per system basis
- End-user based
- Applications and personal preferences deployed automatically
- User implementation/self-service



Lenovo Services for ThinkStation are part of a comprehensive portfolio of services that support the entire lifecycle of your PCs. For more information on these, or other services, please call your Lenovo Services Sales Representative or visit www.lenovo.com.

Lenovo Services

¹ ThinkStation base warranty is 1/3 years depending on the system, with next business day onsite response available in a 9x5 service window. Service window is Monday – Friday, 9:00 a.m. – 5 p.m. All products and offers are subject to availability.

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