



Premier
Support



**ADVANCED ENGINEERS.
END-TO-END CASE MANAGEMENT.
FASTER, FIRST-TIME RESOLUTION.**

Why Premier Support?

As IT budgets contract, you need to reduce complexity and operational costs and find ways to increase efficiency from your in-house IT support teams. Lenovo™ Premier support¹ can help by managing your routine support tasks, freeing up your IT staff to focus on strategic efforts that move the organization forward. We can boost your end users' productivity and limit their downtime with direct access to elite Lenovo™ engineers who provide unscripted, advanced hardware and software support. Lenovo™ Technical Account Management teams also provide end-to-end case management for faster, hassle-free case resolution.



Premier Support Offers:

Hassle-free, advanced local technical support weekdays 8 a.m. - 8 p.m. (EST)²

Comprehensive hardware and original equipment manufacturer software support

Simplified end-to-end case management with a single point of contact

Proactive relationship and escalation management with Technical Account Managers

VIP service with next business day onsite labor³ and parts prioritization⁴

Comprehensive suite of reporting to help identify trends and proactively address issues

Customized dashboards for your Lenovo assets and warranty and service delivery information with the Lenovo Commercial Portal.

Easy reference to Premier Support contact centers worldwide with optional Asset Tags

	Lenovo™ Premier Support	Lenovo™ Onsite Support	Lenovo™ Depot Support (standard)
Call center support for basic troubleshooting, out-of-the-box support, and technical issues	✓	✓	✓
Advanced call center support ¹ , dedicated phone number, onshore Mon - Fri 8 a.m. - 8 p.m. (EST) ²	✓		
Warranty claims including parts and labor ⁴	Next business day onsite labor and parts prioritization ⁴	Standard SLAs	Standard SLAs
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	✓		
Comprehensive suite of reporting	✓		
Lenovo™ Commercial Portal for customized reporting, dashboards, and product support	✓		
Asset Tag option for easy reference to Premier Support call centers around the world	✓		

¹ Not available in all countries.

² Hours may vary slightly around the world. 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 2018. All rights reserved.

³ Post-completion of phone-based troubleshooting prior to 3 p.m. local time. Lenovo reserves the right to alter product offerings and specifications at any time, without notice.

⁴ Parts prioritization is subject to parts availability.