



**Lenovo Support Services**

# Free your IT team, power your end-users

## Premier Support

Driving digital transformation is becoming increasingly difficult. With hybrid workers requiring more support, and IT resources sucked into routine maintenance and repair tasks, there is little to no time left for innovation. Unless you could pass the encumbering tasks to someone else.

Premier Support gives you direct access to experts 24x7x365 to solve hardware and software issues, quickly. No scripted troubleshooting either - you speak to real, local, Lenovo badged engineers ready to help.

Get seamless, reliable IT support that works every time. So, you can get your people back behind the innovation wheel.

**To learn more about Premier Support visit  
[lenovo.com/premier-support](https://lenovo.com/premier-support)**

**Smarter  
technology  
for all**

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# We know the challenges you are facing

## Your IT team is too busy

Instead of focusing on growth, their time is mostly spent on day-to-day maintenance tasks. As remote workers struggle with everyday mishaps and device failures, it's up to IT to keep them going. But that is just too much to put on one, under-resourced team.

According to a recent study, top IT pain points include supporting workers to adequately perform their daily jobs, security, and data protection<sup>1</sup>.

Over-stretched and overburdened, your IT team needs a break. Working with an external business partner is one way of giving it to them.

## Boost EX

Whether it's a slow device or connectivity issues, workers rely on IT to fix their problem, and fix it quickly. Slow IT response causes people to lose focus and motivation.

End-users waste around 3 hours every time they submit an IT ticket . Finding a way to take them from ticket to resolution faster minimizes costly downtime and boosts employee morale and overall productivity.

According to Global IT Experience Benchmark Report, outsourced IT service desks can improve employee experience by 36% on average<sup>2</sup>.

## Costs are going up

Hybrid working requires an optimized device fleet. However, a shortage of skilled IT workers has made supporting the growing hybrid workforce much harder: downtime has increased, and performance has been going down.

Technology is evolving fast – and employees' demands with it. Making your people happy and improving productivity starts by embracing new ways of working and giving them the support, they need.

A seamless and direct line to expert technicians means your employees can solve their issues much quicker, empowering them throughout the workday.

# Give IT time back and boost capacity with Premier Support

## Time to innovate



Free your IT team to focus on strategic innovation. Premier Support provides access to world-class expertise to cover everyday maintenance, easing the burden of legacy technology.

Build resilience and capacity into your own IT teams, outsourcing break/fix to drive productivity.

## Anywhere, anytime coverage



Empower your end users by providing support wherever they need it. Whether they're in the office, on the road or working remotely, employees can troubleshoot easily and expect the same VIP level of support.

With 24x7x365 advanced support available online and via a dedicated phone line, your employees have a clear path to the right technician, right away, minimizing disruption and maximizing productivity.

Reliable, fast issue resolution boosts employee experience, and keeps your business growing.

# Premier Support at a glance

Premier Support delivers seamless, reliable, and repeatable IT support that works every time, reducing downtime to maximize end user productivity.

FEATURES	Basic Depot Support	Basic Onsite Support	Premier Support	Premier Support Plus
Break / fix support for broken machines	✓	✓	✓	✓
Advanced technical support available 24 x 7 x 365	X	X	✓	✓
Comprehensive hardware and original equipment manufacturer (OEM) software support <sup>3</sup>	X	X	✓	✓
Single point of contact for simplified end-to-end case management	X	X	✓	✓
Technical Account Managers for escalation management	X	X	✓	✓
Next business day onsite labor & parts prioritization <sup>4</sup>	X	X	✓	✓
Standard reporting available (service level, repeats, in/out warranty, etc.)	X	X	✓	✓
Lenovo Service Connect for asset management, product support, and service case (or request) tracking	X	X	✓	✓
Premier Asset Tag Option for inventory management and Premier contact center information	X	X	✓	✓
Proactive and predictive issue detection, case creation, and notification <sup>5</sup>	X	X	X	✓
Services Engagement Manager (SEM) for proactive asset reporting & relationship management <sup>6</sup>	X	X	X	✓
Accidental Damage Protection (ADP) covers accidents beyond system warranty <sup>4</sup>	X	X	X	✓
Keep Your Drive (KYD) hard drive retention <sup>4</sup>	X	X	X	✓
Sealed Battery (SBTY) coverage for up to 4 years <sup>4</sup>	X	X	X	✓
International Service Entitlement (ISE) extends ADP, KYD, and SBTY coverage internationally <sup>7</sup>	X	X	X	✓
Coverage for consumer products sold to commercial customers	X	X	✓	✓

# Premier Support in detail

## Technical Account Management

Count on a single point of accountability for escalation management. We liaise with IT to maintain trust, while your employees have immediate access to experts.

## Lenovo Service Connect

Manage your device fleet with installed base visibility and easily track your support ticket status level.

## Premier Asset Tag<sup>8</sup>

Protect your devices throughout their full lifecycle – and reduce the risk of theft and loss that can come from hybrid working.

These optional tags show network and location information, as well as configuration detail for greater visibility.

## Let's talk

Get productivity and satisfaction back on track, with Premier Support.

Free your IT team, power your end-users and drive digital transformation with access to elite troubleshooting. Available 24x7x365, you can rely on expert technicians to leverage parts priority with next business day response and onsite labor for repairs.

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## Unlock better outcomes.

[Learn more](#) about Premier Support

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(1) Top SMB digital & IT pain points & solutions, what does the research say?, Konica Minolta, June 2021, (2) Global IT Experience Benchmark H1/2022, HappySignals, (3) OEM software only, level 1 best effort support, (4) Dependent on market, parts, and HW availability, (5) Customer authorization and Win10 or Win11 OS required; Component replacements provided on amber alerts, even without diagnostics issue confirmation, (6) 500 unit minimum, (7) Not applicable on SMB / consumer models, (8) Available on build to order systems only

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