



# Lenovo 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 support 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 technical support available 24 x 7 x 365

Comprehensive hardware and original equipment manufacturer software support<sup>1</sup>

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

Proactive relationship and escalation management with Technical Account Managers

VIP service with labor<sup>2,3</sup> and parts<sup>3,4</sup> prioritization

Comprehensive suite of reporting to help identify trends and proactively address issues<sup>3,5</sup>

Easy reference to Premier Support contact centers worldwide with optional Asset Tags<sup>3</sup>

Customized dashboards for your Lenovo assets and warranty and service delivery information with the Lenovo Service Connect portal<sup>3,5</sup>

| Lenovo™ Support Overview   | Lenovo™ Premier Support   | Lenovo™ Onsite Support | Lenovo™ Depot Support (standard) |
|--|---|------------------------|----------------------------------|
| Call center support for basic troubleshooting, out-of-the-box support and technical issues   | ✓   | ✓                      | ✓                                |
| Dedicated, advanced technical support available 24 x 7 x 365   | ✓   |                        |                                  |
| Warranty claims including parts and labor  | Onsite labor <sup>2,3</sup> and parts <sup>3,4</sup> prioritization | Standard SLAs          | Standard SLAs                    |
| Comprehensive hardware and original equipment manufacturer (OEM) software support <sup>1</sup>   | ✓   |                        |                                  |
| Single point of contact for simplified end-to-end case management  | ✓   |                        |                                  |
| Technical Account Managers for proactive relationship and escalation management  | ✓   |                        |                                  |
| Comprehensive suite of reporting <sup>3,5</sup>  | ✓   |                        |                                  |
| Lenovo™ Service Connect portal for install base details, service ticket status and reporting to help identify trends and proactively address issues <sup>3,5</sup> | ✓   |                        |                                  |
| Asset Tag option for easy reference to Premier Support call centers around the world <sup>3</sup>  | ✓   |                        |                                  |

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- 1 Support limited to select software applications. Does not include how-to or technical assistance for enterprise software applications or custom, industry-specific software. Contact the Premier Support center for a complete list of supported software.
- 2 If Lenovo determines the issue is covered by warranty and cannot be resolved over the phone or through a customer replaceable part, repair will be made on-site where service is available. Otherwise, best available service delivery will be used. Calls received after 4:00pm local time will require an additional business day for service dispatch.
- 3 Not available in all markets.
- 4 Out of stock parts could delay service delivery.
- 5 To be fully enabled in 2019. Various levels available. Select criteria apply. Contact your local sales representative for more details.

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