ThinkBook Plus

SALES KIT

FINAL RELEASE | APRIL 2020

Intel Core i7 10th Gen

Smarter technology for all
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WHY THINKBOOK PLUS IML WAS CREATED

- Workforce productivity is a known concern for SMBs
- Forrester study in 15 markets
- The problem with multitasking
- Inability to focus on tasks reduces productivity
- Modernizing multitasking
Workforce productivity is a known concern for SMBs
Custom research on SMB employees and device buyers revealed facts about multitasking

Q: Which of the following are the main reasons of distraction at work for you?

- Noise and activities in the physical environment: 60%
- Technology issues (e.g., computer hanging, software updates, etc.): 38%
- Personal activities on my devices (e.g., personal messages, social media, online shopping): 38%
- Emails and instant messages on my work devices: 37%
- None of the above: 17%

Base: 803 work device buyers and 813 employees at small and medium enterprises
Source: A commissioned study conducted by Forrester Consulting on behalf of Lenovo, July 2019
Multitasking actually reduces productivity, but is unavoidable

WHAT EXACTLY IS THE PROBLEM?
Spreading attention across activities is common today.

- Browsing messaging apps during meetings
- Replying to emails while working on documents
- Having multiple apps and browser windows open

90% of employees use both a smartphone and PC at work¹

70% keep their smartphone within eye contact at work²

On average, employees use 56 apps and websites and switch between tasks nearly 300 times per day³, making multitasking almost unavoidable.

¹Lenovo Research
²cnbc.com
³Analysis by RescueTime
Inability to focus on tasks reduces productivity

Multitasking doesn’t mean higher productivity

In tests, those who regularly engage in multitasking tend to perform worse in simultaneous tasks than those that do not frequently multitask.

The average knowledge worker loses 2.1 hours per day because of time taken to refocus on tasks.

Very often when switching tasks they engage in 2 or more intervening activities and don’t return to the original task for an average of 23mins.

The more tasks that are attempted simultaneously, the more time is lost to ‘task switching’.

1https://archive.unews.utah.edu/news_releases/frequent-multitaskers-are-bad-at-it/
3https://www.hcii.cmu.edu/news/event/2004/10/work-fragmentation-common-practice-paradox-it-support
4Systems Thinking by Gerald Weinberg, Computer scientist and psychologist, Univ. of California, San Diego
There is a need to modernize multitasking

Whatever their role, today’s knowledge worker alternates seamlessly between four work styles while working on a PC and a smartphone.

**COLLABORATE**
In-person or in virtual meetings where ideas may be conceptualized, decisions made, or progress reviewed

**CREATE**
A solo activity focusing on ‘creating’ or ‘processing’ information

**REVIEW**
Read, edit, or annotate work documents on the go

**RESPOND**
Email or message through apps, typically for quick responses and decision making, increasingly executed on smartphones

Technology that enables better productivity **while** multitasking is needed.
INTRODUCING THE THINKBOOK PLUS IML

- What’s in the ThinkBook Plus IML
- Collaboration is better
- Creation is easier
- Reviewing is a snap
- Responding is quick
- Power of the Pen
- Built-in E-reader
- Built-in photo frame
The first ever business PC with an e-ink display on the A-cover

A laptop, a notepad, and an e-reader in one. What could be better than a reading and writing device with endless battery life that would be comfortable to use in the park on a sunny day?

THE VERGE

Lenovo ThinkBook Plus Dual-screen Laptop makes it easy to take notes between meetings.

6 GadgetFlow

“...(The ThinkBook Plus) shows that companies are willing to push envelopes... gives us experiences we didn’t even know we wanted…”

engadget
A star at CES 2020

WHY THINKBOOK PLUS IML

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THINKBOOK PLUS IML

BUSINESS-GRADE SUPPORT

INTRODUCING THE

THINKBOOK PLUS IML

PERFORMANCE

THINKBOOK PLUS IML

DURABILITY

THINKBOOK PLUS IML

CONNECTIVITY & MOBILITY

THINKBOOK PLUS IML

SECURITY

TIME

The 25 Best Gadgets of CES 2020

Best of CES 2020

Neowin

Best of CES 2020

Best Business Laptop

CRN

10 Most Innovative Laptops

Pocketlnt

Best of CES 2020

Best of CES 2020

"Top Pick"

PCMag.com

The Best in Show 2020

Best of CES 2020
What’s in the ThinkBook Plus IML

Collaboration is better
Creation is easier
Reviewing is a snap
Responding is quick
Power of the Pen
Built-in E-reader
Built-in photo frame
ThinkBook
Plus

Smart Info for Quick Notes and Notifications

Modern Standby

10th Generation Intel® Processors

Narrow Bezel
L/R <5.5mm

Dolby® Vision™

Skype for Business Hot Keys

Smart Power On integrated with power button

Standard Backlit Keyboard

Thin and Slim <17.4mm

Business-grade Services

WHY THINKBOOK PLUS IML WAS CREATED

INTRODUCING THE THINKBOOK PLUS IML

THINKBOOK PLUS IML PERFORMANCE

THINKBOOK PLUS IML DURABILITY

THINKBOOK PLUS IML CONNECTIVITY & MOBILITY

THINKBOOK PLUS IML SECURITY

THINKBOOK PLUS IML BUSINESS-GRADE SUPPORT

WiFi 6 Connectivity

1 x Full-function USB Type-C

Standard SSD M.2 PCIe

Metal Cover A / C / D

Personalization with Screensaver on 10.8" E-ink Display

E-Reader to Read, Review, or Annotate Documents

Smart Power On integrated with power button

Thin and Slim <17.4mm

Business-grade Services

Lenovo Services

THINKBOOK PLUS IML

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THINKBOOK PLUS IML
Collaboration is better

Creation is easier
Reviewing is a snap
Responding is quick
Power of the Pen
Built-in E-reader
Built-in photo frame
Easy writing and note-taking

- Handwriting recognition
- Pen or finger compatible
- Auto-sync with OneNote
- Copy and paste to desktop/Word
- View screen in portrait or landscape
- Review all notes from a list
- Eraser function on pen
- Smart brush feature
INTRODUCING THE THINKBOOK PLUS IML

02

Creation is easier

Reviewing is a snap
Responding is quick
Power of the Pen
Built-in E-reader
Built-in photo frame
Sketching and drawing visual concepts

- **Conceptualize designs:** bring your concepts to life and solve business challenges
- **Capture ideas:** Turn abstract ideas into digital form
- **Whiteboarding capabilities:** collaborate with partners and annotate documents in real time
INTRODUCING THE THINKBOOK PLUS IML

Reviewing is a snap
- Responding is quick
- Power of the Pen
- Built-in E-reader
- Built-in Photo Frame
Powerful annotation and PDF editing

- PDF annotations
- Underline, strikethrough, and delete text on PDF
- Screen rotation to 90°
- Quick launch by using the Pen
- PDF is autosaved with the markup
Responding is quick

Power of the Pen
Built-in E-ink Reader
Built-in Photo Frame
Focused notifications

- **Email**: get notified without opening your laptop
- **Calendar events**: view your calendar for the day
- **Battery status**: don’t let your laptop run out of charge
- **Date and time**: never miss an appointment
- **Weather updates**: check the weather at your location
INTRODUCING THE THINKBOOK PLUS IML

Power of the Pen

Built-in E-reader

Built-in photo frame
Lenovo™ Precision Pen

Ideal for writing or drawing—Lenovo’s responsive Precision Pen aids the creative process—perfect for when you need to jot down a quick note or an idea.

Annotate instantly and sync-up with colleagues on MS Notes. Physically writing feedback also has the advantage of giving the review a personal touch.

- Press once to quick launch note taking
- Press twice to quick launch PDF annotation
- Up to 4096 pressure levels
- 400-day battery life
- Single AAAA battery powered
- Two-color LED indicator
- Magnet inside pen
- Bluetooth LE 4.2 compliance
INTRODUCING THE THINKBOOK PLUS IML

Built-in E-reader

Built-in photo frame
E-Book reader

- Supports PDF/Txt/Mobi/Epub
- Single/double page views
- Change font size
- Go to a page
- Recently read history

THINKBOOK PLUS IML
- Business-grade support
- Security
- Connectivity & Mobility
- Durability
- Performance
- ThinkBook Plus IML
- Introduction
- Why ThinkBook Plus IML was created
Built-in photo frame
Digital photo frame for eye-catching personalization

- **Static wallpaper:** express yourself with a personalized wallpaper on the cover of the laptop
- **Browse local pictures:** browse through your gallery on the cover
- **Scrolling wallpaper carousel:** set up multiple images as wallpapers and let them scroll through
THINKBOOK PLUS IML

PERFORMANCE

- Intel® 10th Gen technology
- Ready in a split-second with Modern Standby
- Easy and fast login with Smart Power On
- SSD by default, for superior performance
- Integrated graphics for modern experiences
Intel® 10th Gen technology is a new experience

- **MORE CORES:** ThinkBook Plus IML is powered by the latest 10th Gen Intel® Core™ processors with up to 4 cores that delivers breakthrough performance

- **AI CONTROLLED:** These processors learn and adapt to what you do, leveraging the benefits of built-in AI instructions to help you get things done faster and more fluidly

- **LATEST WIFI BUILT-IN:** ThinkBook Plus IML has integrated Intel® WiFi 6, providing next-gen connectivity

- **HIGHER SPEED:** The Intel® Core™ processors on ThinkBook Plus IML reach a max turbo frequency of a whopping 4.9 GHz* —22% improvement on Kaby Lake Refresh Processors

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**TALKING POINTS**

- Intel® 10th Gen processors leverages AI to help you accomplish intensive computing tasks such as automatic photo masking, video filters, etc.

- It also brings the benefits of AI to everyday work by enabling automation of time-consuming, repetitive tasks like instantly turning a simple text list into a pie chart, sentence completion suggestions, etc.

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**THINKBOOK PLUS IML**

- Intel® 10th Gen Comet Lake-U (IML) CPU
- Intel® Core™ i5 (10210U) / i7 (10510U)

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*For i7(10510U). Maximum Turbo frequency is subject to the type of workload, number of active cores, estimated power consumption, processor temperature and other factors.
Ready in a split-second with Modern Standby

Smartphones today lead the pack in ease-of-use across all mobile devices. ThinkBook Plus IML, equipped with Windows 10 Modern Standby, brings the smartphone experience to business PCs.

WHAT IS MODERN STANDBY?

THE DEVICE IS ALWAYS CONNECTED

Downloads emails, receives Skype call alerts, and receives updates from any Windows store app—during standby—even with the laptop lid closed.

RESUMES INSTANTLY

Takes less than half a second to resume from Modern Standby.

RESPONSORS INTUITIVELY

Uses Wake On Voice (WoV) technology that lets users resume from standby, just by saying “Hey Cortana”.

TALKING POINTS

Many premium notebooks don’t support Modern Standby. This technology requires an additional power state called ‘S0 Low Power Idle’. So, ask customers to see a list of the sleep states available on their computer by typing ‘powercfg/a’ in Command Prompt. If it doesn’t list ‘S0 Low Power Idle’ as an available sleep state, Modern Standby is absent.

THINKBOOK PLUS IML

Modern Standby

1 In Connected Modern Standby mode
Easy and fast login with Smart Power On

- The Fingerprint Reader (FPR) integrated with power button on the side wall enables users to switch on the device and log in at the same time, just like a smartphone.
- The one-press unlock through Smart Power On makes device login fast and seamless, saving time for users to perform other tasks.

**FEATURES OF SMART POWER ON:**

| One press for power on/wake up and login | White and green colors indicate the FPR status | Designed to ignore accidental power button press (shorter than 2 secs) |

CONVERSATION STARTER

Talk about how easy it is to unlock a smartphone with a fingerprint reader integrated into the home or power button. Smart Power On is bringing the same convenience to business laptops.
SSD by default for superior performance

- ThinkBook Plus IML default PCIe® solid-state drive (SSD) storage is based on the NVMe standard. NVMe drives are up to 50 times faster than a traditional hard disk drive (HDD)^1

- **SSDs deliver transformative benefits:**
  
  - Routine tasks such as loading the browser, email, and Office applications are several times faster than a traditional HDD^2
  
  - A laptop with SSD storage can have 2 times more battery life compared to one with HDD^3
  
  - SSDs can withstand up to 1,500 times the force of gravity and the daily rigors of your routine with little to no risk of being damaged^4

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^1https://www.samsung.com/semiconductor/insights/tech-trends/sata-vs-nvme-ssds-which-interface-is-right-for-your-business/


Integrated graphics for modern experiences

ThinkBook Plus IML has Intel® integrated graphics based on UMA (Unified Memory Architecture) where the graphics subsystem shares memory with the CPU.

- ThinkBook Plus IML with integrated graphics allow Modern Standby and RapidCharge functionality for a modern PC experience
- The integrated Intel® UHD Graphics on UMA in the ThinkBook Plus IML provides graphics capabilities that are suitable for day-to-day business activities such as running business and technical applications as well as watching videos
- Integrated graphics consumes significantly less power than discrete graphics

OBJECTION HANDLING

Customer Objection: Isn’t integrated graphics less capable than discrete graphics? Yes, but integrated graphics is good enough for most routine tasks. Being power-efficient, they are also a good choice for mobile employees. But they may not be ideal for graphics-heavy applications.
THINKBOOK PLUS IML
DURABILITY

- Designed to be durable
- E-ink display that lasts
Designed to be durable

- ThinkBook Plus IML is built out of five metal elements that make them durable and dependable to last longer in any business environment.

Exceptional durability through testing for several quality and reliability tests, such as anti-spill protection for up to 60cc water, extreme temperature, vibration, etc.

Magnesium element ensures inherent strength

Zinc-alloy inside the hinge with powdered metal technology helps endure up to 25,000 open and close cycles

Indium and Stannum-coated hinge enhances corrosion resistance

Aluminum cover reduces weight

SALES TACTIC

Business users need devices that perform without fail when needed the most—during a crucial sales presentation or while processing an immediate order. Many consumer-grade laptops are not built to handle the rigors of mobile working and may need replacing earlier than anticipated.
E-ink display that lasts

The E-ink display on the ThinkBook Plus IML top cover is protected by a sheet of Corning® Gorilla® Glass. Known for its damage resistance, unlike ordinary soda-lime glass or plastic, Gorilla® Glass holds up in the face of bumps, drops, and scratches—there is no need for additional screen protectors. A matte finish on the surface also offers true-to-life, paper-like feel when writing with a digital pen.

ThinkBook Plus IML comes with a specially made sleeve (PN: TBD) as part of the standard package. Designed to perfectly complement the device, it carries forward its contemporary looks as well. Soft-touch interiors and easy-to-open magnetic clasp make this sleeve the perfect accessory for carrying and storing the ThinkBook Plus IML.

Corning® Gorilla® Glass
THINKBOOK PLUS IML
CONNECTIVITY & MOBILITY

- WiFi 6
- Full-function Type-C
- Ports for flexibility
- Ready for the road
- Self-managing IT with Lenovo Vantage
Experience the future of WiFi

- Equipped with Gigabit Intel® WiFi 6 (also known as Intel® Wireless 2x2 AX) the ThinkBook Plus IML delivers a totally new Internet experience

- 3x faster than 2x2 AC\(^1\), WiFi 6 offers unbelievable connectivity with speeds up to 1.7Gbps for instant downloads

- 4X network capacity allows businesses to connect more devices to their networks\(^1\)

- Up to 75% less latency helps reduce lag in online meetings, ensuring that participants are not out of sync\(^1\)

- WiFi 6 is much more secure than previous WiFi versions because of the inclusion WPA3 security protocol

- WiFi 6 uses Target Wake Time (TWT) mechanism giving endpoint devices the flexibility to stay longer in sleep, helping reduce power consumption

- The ThinkBook Plus IML WiFi antenna is ideally placed for uninterrupted connectivity, optimizing it for WiFi 6

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CONVERSATION STARTER

Start with how SMBs are increasingly relying on cloud applications for business operations—CRM, email, meetings, HR, and more. Poor WiFi connectivity can slow down businesses considerably in the cloud-era. With multiple benefits, WiFi 6 is not just the next generation of WiFi, but a transformative change in wireless technology.
One port, many benefits with USB Type-C

- ThinkBook Plus IML comes with a full-function USB Type-C port that provides the perfect connectivity for today’s tech-savvy employees
  - One port can handle audio, video, data transfer, and power delivery.
  - Reversible, no more fumbling for the ‘right’ side.
  - Connects to an external display with ease—less cable clutter

- The USB Type-C port enables two-way power delivery, which means you can charge your ThinkBook Plus IML with an optional USB Type-C adapter or you can charge other devices through your laptop

- USB Type-C 3.1 Gen2 is 2x faster than Gen1, which allows peripherals to keep pace with the ThinkBook Plus IML
Connectivity that enables flexibility

- The ThinkBook Plus IML allows users to connect to **dual 4K monitors** using USB Type-C (@60Hz) and HDMI (@30Hz)
- A choice of ports will help connecting to both the **latest USB Type-C** and **legacy USB Type-A** devices
- While on the move, users can charge their smartphones with the **Always-On USB (AOU) 3.1 port**, without having to open the laptop lid

**TALKING POINTS**

- Users are increasingly preferring wireless headsets, mice, keyboards, and other peripherals. Many of them use Bluetooth to communicate with the PC.
- Bluetooth 5 delivers 2x speed and 4x range when compared to Bluetooth 4.2.

**THINKBOOK PLUS IML**

- 1 x USB Type-C 3.1 Gen2, 2 x USB-A 3.1 Gen1 (one AOU), 1 x HDMI 1.4b, 1 x Combo Mic/Audio, Bluetooth 5

Depending on many factors such as the processing capability of peripheral devices, file attributes, and other factors related to system configuration and operating environments, the actual transfer rate using the various USB connectors on this device will vary and is typically slower than the data rates as defined by the respective USB specifications: - 5 Gbit/s for USB 3.1 Gen1; 10 Gbit/s for USB 3.1 Gen2 & 20 Gbit/s for USB 3.2.
Ready for the road

With up to 10 hours* of battery life, users can stay unplugged throughout their workday.

The ultra-slim and lightweight ThinkBook Plus IML can be carried around with ease.

RapidCharge technology on ThinkBook Plus IML with 65W Slim Type-C adapter provides 80% battery capacity in just an hour so that users can charge the battery during a lunch break or a layover.

*Based on testing with MobileMark 2014. Battery life varies significantly with settings, usage, and other factors.

ThinkBook Plus IML

<table>
<thead>
<tr>
<th>Weight</th>
<th>Starts at 1.40kg/3.08lbs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Battery Life</td>
<td>Up to 10 hours*</td>
</tr>
<tr>
<td>RapidCharge</td>
<td>Via 65W Slim Type-C adaptor</td>
</tr>
<tr>
<td>Dimensions</td>
<td>MM: 308 x 217 x 17.4</td>
</tr>
<tr>
<td></td>
<td>Inches: 12.13 x 8.54 x 0.69</td>
</tr>
</tbody>
</table>

Modern laptops need to be faster and lighter for the changing workforce. At 3.08lbs., the ThinkBook Plus IML is light and ultra-portable, with considerable battery life--ideal for road warriors.
Self-managing IT with Lenovo Vantage

The inability to devote enough resources to IT is one of the biggest challenges for SMBs in adopting digital technologies.1

ThinkBook Plus IML comes with preloaded Lenovo Vantage—a nifty app with multiple benefits:

WITH LENOVO VANTAGE, EACH THINKBOOK PLUS HAS A BUILT-IN IT ASSISTANT


Customer Objection: Will Lenovo Vantage slow down the PC? Is it secure?

Lenovo Vantage is quite lightweight and unobtrusive. Plus, it adheres to the Microsoft app security framework by being a Universal Windows Platform (UWP) app.
THINKBOOK PLUS IML
SECURITY

- ThinkBook Plus IML is protected by ThinkShield
- Authenticate users with Smart Power On
- Safeguard user’s online activity
ThinkBook Plus IML is protected by ThinkShield

**Authentication**
- **Smart Power On:** Ensures biometric authentication every time the user powers on or wakes up the device from standby.

**Protection**
- **Ensures safety of user data, identity & online privacy**
- **FIDO:** Provides stronger authentication to secure user’s online activity.
- **Vantage WiFi Security:** Performs a local risk analysis of WiFi networks and warns users of suspicious instances.
- **dTPM 2.0:** 100% attach rate on ThinkBook Plus IML; encrypts and stores user credentials on a separate chip for added security.

**WHY THINKBOOK PLUS IML WAS CREATED**

**INTRODUCING THE THINKBOOK PLUS IML**

**THINKBOOK PLUS IML PERFORMANCE**

**THINKBOOK PLUS IML DURABILITY**

**THINKBOOK PLUS IML CONNECTIVITY & MOBILITY**

**THINKBOOK PLUS IML SECURITY**

**THINKBOOK PLUS IML BUSINESS-GRADE SUPPORT**
Authentication

Authenticate users with Smart Power On

Weak or stolen passwords are responsible for more than 80% of hacking related breaches.¹

What if there is a more intuitive solution to authenticate users?

- Smart Power On, ThinkBook Plus IML’s Fingerprint Reader (FPR) integrated with power button on the side wall, combines power on/wake up, and authentication into one convenient step
- Smart Power On leverages Windows Hello to ensure only an authorized user has access to company systems and data
- Biometric authentication happens every time the user powers on or wakes up the device, making Smart Power On an intuitive and natural alternative to passwords

Protection
Safeguard user’s online activity

87%* of users have potentially put their information at risk using public WiFi. There are ways to go online and remain safe on unknown networks.

**FIDO® (Fast Identity Online)**
- Protects users’ online identity when using digital payments, logging into social networks, or backing up data onto the cloud
- Combines public key cryptography with security measures like fingerprint, PIN, second-factor devices and more for stronger authentication
- ThinkBook Plus IML has integrated FIDO® for simple and safe authentication when logging into sites like PayPal®, Google™, Dropbox™, and Facebook™

**Lenovo Vantage**
- WiFi security with Lenovo Vantage protects users from connecting to risky WiFi in public by detecting possibly malicious hotspots in real-time
- Vantage WiFi security automatically performs local risk analysis and checks access-point details or vulnerability characteristics
- Warns users of suspicious networks through ‘safe/not safe to connect’ message, allowing them to exercise caution and discretion while connecting

*Talking Points*
FIDO integration helps control access to confidential information and business finances. Vantage helps you easily distinguish malicious networks from legitimate ones.

THINKBOOK PLUS IML
BUSINESS-GRADE SUPPORT

- Businesses Need Business-grade Services
- ThinkBook Plus IML Service Offerings
- Premier Support for ThinkBook Plus IML
- ThinkBook Plus IML Warranty Extension and Upgrades
- Ensuring Warranty Coverage Internationally
Businesses need Business-grade services

SMBs report that PC downtime has increased operational costs*

SMBs report that downtime decreases employee productivity*

But PC downtime can mean much more than just productivity loss and cost increases; it can have a cascading effect on every business function the device is used for, resulting in poorer customer experience, revenue, and reputation.

TO ENABLE PROMPT AND EFFECTIVE RESOLUTION OF IT CHALLENGES,

THINKBOOK PLUS IML IS SUPPORTED BY A RANGE OF BUSINESS-GRADE SERVICES.

*Techaisle SMB study commissioned by Lenovo Services

SALES TACTIC

Unlike consumer PCs, business PCs come with a business-grade service portfolio that allows users to customize the responsiveness they need for their businesses.
## ThinkBook Plus IML service offerings

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<tr>
<th>SERVICE</th>
<th>AVAILABILITY</th>
<th>ADD-ON</th>
<th>BENEFITS FOR CUSTOMERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Warranty</td>
<td>Depot</td>
<td></td>
<td>Coverage against any faulty workmanship or defective parts on the product.</td>
</tr>
<tr>
<td>Base Warranty Terms</td>
<td>1 Year</td>
<td></td>
<td></td>
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<tr>
<td>Warranty Delivery</td>
<td>Business-grade</td>
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<tr>
<td>Call Center Support</td>
<td>Business-grade</td>
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<tr>
<td>Warranty Self-maintainer</td>
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<tr>
<td>Authorized Warranty Service Provider (AWSP)</td>
<td></td>
<td></td>
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<tr>
<td>International Warranty Service</td>
<td></td>
<td></td>
<td>PC repair coverage for customer who requires a critical warranty repair while traveling internationally.</td>
</tr>
<tr>
<td>Maximum Warranty Extension</td>
<td>up to 5 years</td>
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<tr>
<td>International Service Entitlement</td>
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<tr>
<td>Depot</td>
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<td>Product repaired at a Lenovo designated service center. Shipping paid by Lenovo.</td>
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<tr>
<td>Expedited Depot</td>
<td></td>
<td></td>
<td>Faster depot service. 3 business day repair guarantee (vs. 7-10 business days on standard depot).</td>
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<tr>
<td>Onsite Next Business Day</td>
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<td></td>
<td>Lenovo certified technicians arrive next business day at customer site to repair products.</td>
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<tr>
<td>Onsite/In-Home</td>
<td></td>
<td></td>
<td>Technicians will be dispatched within 2 days to repair or replace the concerned product at the customer’s location.</td>
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<tr>
<td>Accidental Damage Protection (ADP)</td>
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<td></td>
<td>Coverage beyond base warranty on accidental damage due to electrical surges, liquid spills, drops, bumps, and LCD issues. Labor and repair covered. Includes one full machine replacement.</td>
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<tr>
<td>Keep Your Drive</td>
<td></td>
<td></td>
<td>Allows customers to keep their drives and dispose of business data on their terms, improving data security and ensuring compliance with data privacy and retention requirements.</td>
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<tr>
<td>Sealed Battery</td>
<td></td>
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<td>Direct access to highly skilled technicians specially trained on Lenovo systems. Ensures the highest level of support and incident resolution.</td>
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<tr>
<td>Premier Support</td>
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<td>Technician installation of CRUs provides customers with the convenience of onsite installation by a Lenovo-qualified technician.</td>
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<tr>
<td>Tech Install CRU</td>
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<td>Custom Term Part Number Creation (CPN) i.e., 15 months</td>
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<td>Enterprise-grade encryption with automated cloud data backup and web-based administration. Service availability may differ by geography.</td>
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<tr>
<td>Online Data Back Up (OLDB)</td>
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<td>Factory Imaging</td>
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<tr>
<td>Asset Tagging, Asset Recovery Service</td>
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Premier Support for ThinkBook Plus IML

In today’s technology-enabled workplaces, there can’t be compromises on device uptime. Premier Support service is a one-stop solution with access to advanced level support for quick resolution of IT issues.

**PREMIER SUPPORT FEATURES** | **BENEFITS**
---|---
Dedicated local phone support | No menus and scripts that waste your time
Single point of contact for end-to-end case management | No frustration of repeating the problem in every interaction
Direct access to advanced-level technicians | Avoid multiple levels of support. Experience quicker resolution and higher first-time fix rates
Limited third-party software support | Help with Microsoft Office®, Adobe Photoshop®, and more, in addition to hardware issues
Next-business day onsite labor and parts prioritization | Reduced repair times

**TALKING POINTS**
Premier Support customers are also assigned a Technical Account Manager for building proactive relationship and escalation management to make the customer support more personalized.
ThinkBook Plus IML

Warranty Extension and Upgrades

Warranty extension is a great way to drive operational efficiencies in terms of IT expenses

- **The base warranty** for a new ThinkBook Plus IML is **one year**. With **warranty extension**, customers have **up to 5 years total** of device protection

- Warranty extension enables companies to realize better value out of their IT investment. From our internal data, an out-of-warranty system board replacement can cost up to 4-8 times more than a 5-year warranty support bundle

Maximize uptime and productivity with additions to the warranty

- **Expedited Depot Service**: faster depot repair where the customer will have to wait for only 3 days instead of 7-10 days via standard depot

- **Onsite Service with Next Business Day Response**: if the problem in the product cannot be resolved over the telephone or through a Customer Replaceable Unit (CRU), a technician will typically arrive on the next business day

- **Technician Installation of CRU**: if a product problem cannot be remedied with a self-service CRU to replace an internal part, a technician will be dispatched to the customer’s location

SALES TACTIC

For customers who prefer long-term visibility into their IT expenses, warranty extension helps them accurately budget these expenses and deliver a lower cost of ownership over time. Warranty upgrades are highly recommended for key personnel, executives, and business owners since downtime from their end can slow down the business.
Ensuring warranty coverage internationally

- ThinkBook Plus IML **base warranty** is applicable in all countries where the particular model is sold and serviced.
- The IWS addition allows **international availability of standard warranty** terms.
- ISE addition allows **international availability of warranty extensions**.
- Customers who have bought **extended or upgraded services** can avail them **internationally** by purchasing International Services Entitlement.

### International Warranty Service (IWS)
- Base Warranty
- Premier Support (if purchased)

### International Services Entitlement (ISE)
- Warranty Extension, Warranty Upgrades, Accidental Damage Protection (ADP)

### Talking Points
With teams, operations, and supply chains going global, many SMBs have business owners and key personnel who travel internationally frequently. International coverage of warranty can be portrayed as a key strength of ThinkBook Plus IML services.
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thanks.