Lenovo Premier Support

ELEVATOR PITCH

As IT budgets contract, you need increased efficiency from your in-house IT support teams. Lenovo's Premier Support team can help with direct access to elite engineers who offer unscripted, advanced troubleshooting for comprehensive hardware and software support. Lenovo's Technical Account Management team is also available for end-to-end case management and escalation assistance.

THE OFFER

- Onshore advanced technical support weekdays 7 a.m. - 8 p.m. local time[1]
- 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
- Next business day onsite labor[2] and parts prioritization[3]
- Standard suite of service-level reporting
- Optional Premier Asset Tags to help with asset entitlement and call center contact info

CUSTOMER BENEFITS

- Dedicated phone number for quick access to an elite, onshore team of advanced technicians
- Spend less time on mundane user break-fix issues and more time on strategic initiatives
- Faster resolution times improve employee productivity and uptime
- Proactive case management and escalation assistance

OUT OF SCOPE

- Enterprise software applications
- Custom, industry-specific software
- Non-warranty spare parts and servicing

CONVERSATION STARTERS

CIOs need reliability, protection and support for their Lenovo™ PCs. If something goes wrong, they need to be back up and running fast. Lenovo Premier Support provides VIP treatment with faster first-time resolutions, parts prioritization and onsite next business day delivery along with access to Technical Account Managers.

IT Directors don't want their valuable help desk team members tied up on support calls. They can free up time for more strategic tasks by offloading 1st- and/or 2nd-level IT support to the Lenovo™ Premier Support team.

Help Desk Technicians need the direct access to advanced engineers provided by Lenovo™ Premier Support. With less time wasted on standard support call queues, they can jump right into problem-solving mode and get employees back to work fast.

TARGET

- Commercial account IT teams who require quick access to advanced support
- Commercial accounts who either don't have or want to offload 1st- and 2nd-level diagnostic IT
- Customers with a large Lenovo™ fleet who require expedited support services
- Customers who have a need for high availability of their Lenovo™ equipment

1 Not available in all countries.
2 Post-completion of phone-based troubleshooting prior to 3 p.m. local time.
3 Parts prioritization is subject to parts availability.