



lenovo® **FOR**
THOSE
WHO DO.

LENOVO® GOOGLE CHROME WHITE GLOVE SERVICE DEPLOYMENT SERVICES

Lenovo's Google Chrome White Glove Service for your Chromebook PCs is designed to assist you in migrating to new PCs and rolling out new PCs throughout your organization. We provide planning, setup, and management of end-to-end custom rollouts and deployments. Your PCs will be up and running quickly because this service ensures they will arrive pre-enrolled and activated in your Google console.

Based upon Lenovo customer deployment projects, we have optimized our approach to focus on the tasks required for success. Lenovo's service program was designed around critical deployment activities that drive success by integrating systems quickly and seamlessly into your environment while also identifying areas where cost control opportunities are available.

Scope of Work

- Lenovo Services Project Management works with you and your service delivery teams to develop a jointly agreed to schedule of services
- Receive PCs and stage equipment within a climate controlled warehouse
- Un-box all PCs and thoroughly inspect them for any physical damages or blemishes. Identify and report any system issues/DOA to Lenovo and/or you
- Update the Chrome OS to the latest version
- Enroll the Chrome OS devices into your Google Apps domain using an enrollment account created which does not require admin privileges
- Perform wireless network configuration for the network using WPA or WPA2 with pre-shared key authentication
- Repackage all equipment and prepare the PCs for shipment/delivery to the final location per the required schedule.

Other lenovo Services

Standing in support of 1:1 initiatives, Lenovo's Services team is committed to helping bring efficient education into the future through the integration of Google Chromebooks into K12. Lenovo's Services team offers a complete turnkey solution that can include:

- Our "White Glove" enrollment service described above
- Other PC lifecycle support services such as custom school asset tags, etching, onsite deployments, and more
- Ongoing repair support, accidental damage support
- Comprehensive summer refresh program for cascading the equipment for the following school year, with units repaired, cleaned, and up to date.

Lenovo's Services programs make things simple for you, enabling teachers and staff to focus more on the content of their students' education.

Lenovo's Google Chrome White Glove Service is part of a comprehensive portfolio of Lenovo's award-winning services that support the entire lifecycle of your PCs.

For more information on this, or other service offerings, call **1-855-253-6686**

Lenovo **Services**