LENOVO® RESOURCE SERVICES

HELP WHEN YOU NEED IT

ONSITE RESOURCING

Are you looking to augment your staff with incremental headcount or expertise to complete short-term or long-term projects? Lenovo is your trusted business partner in providing flexible staff augmentation to help you maintain focus on meeting your goals. We can provide you with highly experienced IT technicians and engineers to help ensure you don't miss a beat in your daily IT operations or in achieving your IT objectives.

We can assist with contract staffing, desktop management, server administrator and more.

Contract Staffing

We work closely with you to understand your specific skills requirements – whether it be for desktop support, break-fix, IMAC and more. To ensure we deliver to you the best skill set, all of our consultants are interviewed and evaluated to meet your defined requirements. These requirements may include certain certifications, expertise, soft skills, etc. We can deliver expert staff wherever your offices are located within continental U.S. for the hours and days that meet your business operations.

Desktop Management Services

No matter what brand of Windows desktop device you have, we can fully support your end-user hardware and software support requirements. These services include software distribution and remote installation, as well as local or remote diagnostics and monitoring. You will save time because our technicians and support engineers possess the necessary credentials and experience to get the job done right.

HELPDESK AUGMENTATION AND INTEGRATION

Lenovo Services can provide a tailored solution for your organization's helpdesk needs that enables your IT team to focus on supporting your core business. Our experienced multi-vendor, multi-platform technical support team can meet your organization's end user IT needs, 7x24x365, with a single point of contact. We provide technical diagnosis, quickly assess the situation, and determine the appropriate action to resolve the issue quickly - including field service dispatch or initiation of calls for you with specific service providers or other OEMs. Fundamental to our practice of Total Call Management, we collaborate with third party vendors in order to resolve issues.

We provide helpdesk support for the following:
· Hardware
· Software
· Applications
· Connectivity

FLEXIBLE OPTIONS TO MEET THE NEEDS OF YOUR COMPANY

Helpdesk Augmentation

During periods of change that often accompany a hardware migration project, your helpdesk may encounter a surge of support calls. Lenovo can support you on a project basis with helpdesk augmentation to lessen the load on your existing staff.

Helpdesk Integratation

When considering the depth and breadth of IT knowledge required, coupled with the necessary customer service skills, managing a successful helpdesk can seem arduous. Employing a follow-the-sun approach, Lenovo supports user requests for assistance through calls, email and chat in the U.S. and around the world. With a very clear process established for escalation of issues, we comply with your SLAs for response time. Maintaining a central point of accountability, and a support model based on ITIL methodology, we monitor helpdesk performance and provide you with Key Performance metrics reporting on a regular basis.

CUSTOM SUPPORT SOLUTIONS

With the goal of helping your IT organization maximize value to your overall business, Lenovo also offers custom IT services with the flexibility to meet your unique requirements. Understanding that no two customers are alike, our custom services may be structured to deliver the flexibility and simplicity you want to support your unique environment, from IT deployment to operations.

Custom Configuration

Custom configuration may be performed at a variety of configuration centers located throughout North America. Options that enable you to more fully configure your systems before arrival at their destination include the installation of applications and naming of the computer. Other activities may be performed by extending your network into Lenovo's configuration center. Lenovo configuration centers can also be used for deployment and redeployment projects.

In addition to our custom image development, our configuration capabilities include customer-branded end user self-deployment menus, custom laser etching, multi-part asset tags affixed to the hardware and written to the BIOS, installing 3rd party hardware components and more.

LOGISTICS AND STAGING

Lenovo understands your need for flexibility from your vendor to meet the demands associated with volume purchase delivery and multi-geography. With Lenovo's distribution & fulfillment service we can easily accommodate special shipping and receiving logistics that accommodate your style of doing business. For example we offer:

- Staging of your systems for targeted shipping and deployment to your users
- End user-based delivery with custom in-box instructions
- Custom labeling
- Order and freight consolidation
- Delivery planning & management with partial shipments and specific day/time arrivals
- Custom packaging and shipping where we can deliver to your global distribution, local office, or employee's home.

CUSTOM WARRANTY SUPPORT

Lenovo can construct for your organization a warranty support structure that provides a dedicated phone number coupled with priority escalation-resolution call handling for your employees. This service can also be structured for a duration that differs from the traditional 12-month planning window.

Lenovo Online Resourcing, Helpdesk Augmentation and Integration, Custom Support Solutions, Logistics and Staging, and Custom Warranty Support are 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, please call **1-855-253-6686**

Lenovo Services