



**lenovo**® **FOR**  
**THOSE**™  
**WHO DO.**

# Lenovo Services<sup>SM</sup>

**A PORTFOLIO OF AWARD-WINNING SERVICES  
FOR YOUR DO MACHINE**

Lenovo® offers a comprehensive portfolio of services that support the full lifecycle of your Lenovo IT assets. We partner with you to provide a single source solution designed to address the needs of your organization, whether you're a one-person business or a global enterprise. At every stage from planning, deployment, support to asset recovery, we offer the expertise and services you need to more accurately budget for IT expenses, deliver better SLAs and generate greater end-user satisfaction. Our award-winning services can optimize the productivity and satisfaction of your workforce by reducing downtime and ensuring you and your IT staff can focus on business critical issues. Let Lenovo Services unique offerings and expertise help you get the most out of your PC investment.

## Why Lenovo?

- No one knows our products like we do. The best products deserve the best service.
  - Lenovo's tech support has been recognized around the globe as consistently best-in-class from industry sources like TBR, Laptop Magazine, PC Magazine and IDC Dataquest.
- Our global network of regional support centers offers consistent, local-language support to your organization and employees, wherever they are.
- Lenovo's call answer times and call hold times consistently average less than 1 minute everywhere in the world.
- Lenovo only closes a case when the issue is resolved and delivered to the customer. Competitors are unable to make a similar claim.

## WARRANTY EXTENSIONS AND UPGRADES

All Lenovo PC customers receive Lenovo's award-winning Warranty Service and Support. This means you get coverage and features you value most, with a fixed-term, fixed-cost service solution that fits your budget and allows you to accurately predict equipment expenses over the term of coverage.

- **Warranty Extensions** are available for periods of up to five years (depending on your system). Match coverage terms to refresh cycles to extend the lives of your PCs.
- **Warranty Upgrades** allow you to vary response time and level of service to match your critical support needs.

### Flexible options

Depending on the initial base warranty of the system, service plans are available with the following standard service levels:

SERVICE OFFERING	DESCRIPTION
Carry-in or Mail-in Service <sup>1</sup>	Parts and labor repair coverage where the customer is responsible for shipping (including packaging) or delivery to authorized warranty provider or repair center.
Depot or Courier Service	Parts and labor repair coverage where shipping (including packaging) or delivery to the repair center is paid for by Lenovo.
Onsite/In-Home Service <sup>2</sup>	Parts and labor repair coverage where labor is provided onsite at your place of business or home. Onsite + Tech Install of CRUs (Customer Replaceable Unit Parts) broadens your coverage to include onsite technician installation of CRU parts.
International Warranty Service (IWS) <sup>3</sup>	PC repair coverage for customers who require a critical warranty repair while traveling internationally.

Additional Service level upgrades may be available in specific countries for a given Lenovo system.<sup>4</sup>

### Benefits

- Match service coverage duration with the expected lifecycle of your PCs
- Minimize unplanned operating and maintenance expenses
- Increase uptime and productivity for you, your business, processes or end-users
- Consistent service levels for multi-national organizations, in-region and local-language support
- The convenience of service delivered at your place of business

## PRIORITY TECHNICAL SUPPORT<sup>5</sup>

Priority Technical Support is an enhanced warranty plan that provides direct anytime-access to the right level of tech support on the first call, making your priority our priority. You get faster resolution of PC problems, with low, predictable pricing that helps manage overhead costs.

Here's the support you can expect	Benefits
<ul style="list-style-type: none"><li>• 24x7 local language phone support</li><li>• Direct access to advanced level technicians on the first call</li><li>• Priority call routing with calls typically answered in less than one minute</li><li>• Escalation management process to resolve issues quickly</li><li>• Electronic service call tracking system for large accounts, for better issue management and closure</li><li>• Third-party Software support<sup>6</sup></li></ul>	<ul style="list-style-type: none"><li>• Bypass basic troubleshooting</li><li>• Experience shorter hold times, reduced repair times and higher first time fix rates</li><li>• Free up your resources to focus on mission-critical business activities</li><li>• Identify root causes and develop remedial action plans to gain powerful knowledge that helps drive your business</li></ul>

## LENOVO SERVICES PREMIUM SUPPORT<sup>7</sup>

[www.lenovo.com/PremiumSupport/index.htm](http://www.lenovo.com/PremiumSupport/index.htm)

Let Lenovo Services Premium Support get your machine up and running and keep you connected to what's important to you. Expert technicians are there to help with almost any issue, bringing the necessary skills, technology and processes to personalize your new machine and keep you going. With Premium Support, we make it simple. Lenovo Premium Support's expert technicians are available when you need them most, with convenient over the phone or remote session support from the comfort of your own home. A-la-carte or full-year subscription services are available for true peace of mind. We offer you a one-stop solution to issues beyond your standard hardware warranty, including:

- Tablet, PC, Internet or Network setup
- Performance tune-up
- Software setup and "how-to" tips
- Security setup

## ACCIDENTAL DAMAGE PROTECTION (ADP)<sup>8</sup>

Lenovo's ADP Service covers accidents beyond the system warranty and protects your PC from non-warranted operational or structural failures incurred under normal operating conditions. With a single, predictable upfront investment, you can decrease downtime, increase productivity, and accurately predict and budget service costs for the year.

### What's covered?

- Operational or structural failures incurred under normal operating conditions or handling
- Minor liquid spills
- Unintentional drops and bumps
- Damage from electrical surges
- Damage to the integrated LCD screen

### What's not covered?

- Cosmetic damage and damage from intentional misuse
- Damage due to unsuitable operating environment or improper maintenance
- Theft or loss
- External peripherals, consumable parts (i.e. batteries), removable or alteration of parts, accessories, keyboards, mice, printers, scanners and stylus
- Third-party products (even if sold by Lenovo)

This service is available in the country or region in which you purchased your Accidental Damage Protection coverage, and is not transferable should the system travel to another country.

### Benefits

- IT Departments don't have to purchase and manage spare inventory to fix damaged PCs
- Lenovo's comprehensive diagnostic tools can identify hidden damage that may have otherwise gone untreated
- Based on a sample of Lenovo claims, on average, ADP can save 28%<sup>9</sup> versus the typical cost of notebook repair, and 75–80% for Tablets
- Typical replacement costs for commonly damaged components:

System Board up to \$500	DVD Drive \$200	Display \$450
Hard Disk Drive \$300	Damaged tablet \$250 for minor repairs and up to \$600 for replacement of multiple parts <sup>10</sup>	

## KEEP YOUR DRIVE (KYD)

Securing business data is essential to any organization's success. Data needs to be kept confidential, protected and compliant with corporate retention policies. Under the terms of the Lenovo Limited Warranty, when Lenovo replaces a defective part, that part becomes the property of Lenovo. Lenovo's Keep Your Drive Service allows you to keep your drive, improving data security and potentially alleviating civil liability risks associated with data breach.

Lenovo's Keep Your Drive Service is available for all Lenovo ThinkPad® notebooks, ThinkCentre® desktops, ThinkStation® workstations, and ThinkServer® servers.

### Benefits:

- Avoid the legal and monetary repercussions associated with a breach in data security, especially for sensitive customer-level data
- Gives users the peace of mind to know that their personal and business data is secure
- Eliminates the need for tracking failed drives in transit and the associated paperwork, giving IT staff the time to concentrate on mission-critical business activities
- KYD covers multiple drives in a system and multiple failures (some server systems can have as many as 12 hard drives)

## TRANSITION SERVICES

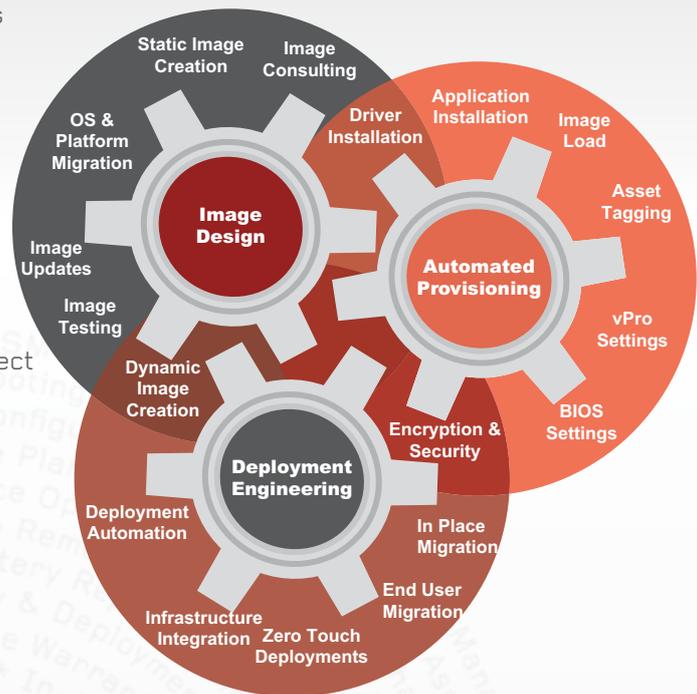
In today's business environment, the only constant is change. How your organization manages that change can dictate its success. Lenovo's Transition Services and advanced technical consultants can help enterprises like yours better prepare for and execute the everyday transitions happening in your company. Let Lenovo's expert technicians save you valuable time, resources, and expense at every stage, from plan to purchase, deployment and aged asset recovery.

## IMAGING SERVICES

Most companies require custom-built images to meet specific business needs, consisting of various hardware, operating systems, languages, network drivers, and business applications. Each unique image must be developed, tested, managed, maintained, backed-up, and documented – all of which takes time and money. When this process is applied to thousands of individual PCs, it quickly becomes a costly and time-consuming problem that drains IT resources and budgets. Using Lenovo Imaging Services, you can lower costs, support faster deployment, and improve accuracy.

### Why Lenovo's Imaging Technology Center?

- Over 200 years of combined imaging experience
- Direct engineer-to-customer relationship for scope of project
- Solution architects skilled in developing imaging strategy
- Custom Imaging Process standardized globally
- Established in 1996
- Four locations with worldwide coverage
- ISO 9001 and ISO 14001 certified
- Over 8,000,000 custom images deployed to over 3,000 customers



## FINANCIAL SERVICES

Lenovo provides flexible financing to complement your technology solution and maximize your purchasing power. You can obtain the technology you need today, protect against obsolescence and preserve your capital for other uses. We are a total solution provider with competitive rates, meaning you can bundle the costs of the complete technology solution. We will finance all brands of hardware, software, service contracts, installation costs, training fees and even the sales tax to complete your Lenovo solution.

### Benefits

- Avoid paying 100% upfront and acquire essential equipment needed today to enhance productivity and growth
- Financing may offer tax, accounting and cash flow benefits such as preserving working capital and aligning expense budgets with revenue streams
- Financing frees up cash for other strategic or operational expenses

### Global Capability

- 30+ countries
- Fast & seamless global solution
- Global master lease agreement
- Asset management expertise

## ASSET RECOVERY SERVICE

Lenovo's Asset Recovery Service provides secure, documented disposition of IT assets and data. ARS helps to mitigate the environmental and data security risks associated with end-of-life asset disposal and can be customized to meet the unique needs of your organization.

### Benefits

- Lenovo works with the best vendors in the ITAD industry, representing the largest recyclers and refurbishers in the world. They are leaders in corporate and government initiatives to solve the e-waste dilemma, and together with Lenovo, will provide the best solution to address your organization's needs.
- Lenovo provides all legal documentation and certificates associated with proper data destruction and environmental processing
- ARS can offset some of the costs of your technology refresh and simplify the transition from old to new with one convenient single source solution
- Lenovo's global coverage allows your organization to have a single, consistent solution across regions

Lenovo offers a comprehensive portfolio of award-winning services that support the entire lifecycle of your Think, Idea or Lenovo branded PCs. For more information visit [www.lenovo.com/services](http://www.lenovo.com/services) or call

**1-855-253-6686**

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