LENOVO® SERVICES FOR THINKSERVER®

BUSINESS CRITICAL SUPPORT AND SECURITY

LENOVO'S COMPREHENSIVE PORTFOLIO OF SERVER SERVICES ENSURE A COMPLETE SERVER SOLUTION FOR YOUR BUSINESS CRITICAL DATA AND OPERATIONS.

BENEFITS:

- Exceptional quality Services to ensure your servers stay up and running, with business continuity you can rely on

- Certified Lenovo Technicians know our servers best, and only use genuine, Lenovo Qualified replacement parts for maximum reliability

- Our comprehensive portfolio of services provides the support you need to meet your unique business requirements

24/7 ACCESS TO ADVANCED TECHNICIANS

Priority call routing with escalation management and call tracking for support when you need it most.

PRIORITY TECHNICAL SUPPORT

RAPID RESPONSE ONSITE SERVICE UPGRADES

Response to business critical issues when you need it most; 24 hours a day, 7 days a week, including nights and weekends.

FLEXIBLE WARRANTY UPGRADES - 4/8 HOUR OR NEXT DAY RESPONSE 24/7 OR 9/5

ULTIMATE DATA SECURITY

Retain your hard or solid state drives and data in the unlikely event of drive failure.

KEEP YOUR DRIVE

EXPERT IMAGE AND ASSET MANAGEMENT

Leverage Lenovo's expertise and manufacturing efficiencies to image, customize, and manage your assets.

CUSTOM IMAGING, BIOS, ASSET TAGGING AND ASSET RECOVERY SERVICE

PROTECTION FROM DATA LOSS

The automated and secure way to protect against the potential risk of business critical data loss from your servers.

ONLINE DATA BACKUP

THINKSERVER® SERVICES PORTFOLIO

Next Business Day 9x5	Priority Technical Support	Priority Technical Support
Next Business Day Onsite Response Time 9x5 for hardware support with telephone incident reporting	+ 4 Hr Onsite Response Time 9x5 OR 8 Hr Onsite Response Time 24x7	+ 4 Hr Onsite Response Time 24x7 + Custom Imaging
(Optional) Keep Your Drive Service, Asset Tagging, Asset Recovery, Online Data Backup, Custom BIOS		
GOOD	BETTER	BEST

PRIORITY TECHNICAL SUPPORT[1,2]
Immediate Expert Support

Lenovo's Priority Technical Support provides direct access to advanced technicians 24 hours a day, 7 days a week. You'll have a single source solution for all your hardware, operating system and software related server issues.

WARRANTY UPGRADE OPTIONS[3]
Ensure System Availability

4 Hour Onsite Response Time in 24x7 Service Window
Best-in-class response when you need it most, 24 hours a day, 7 days a week including nights and weekends.

4hr Onsite Response Time in 9x5 Service Window

8hr Onsite Response Time in 24x7 Service Window

ThinkServer Service Availability Tool
To confirm your location is eligible for 4 or 8 hour response please use the zip code look-up tool

lenovo.com/4HourLocator

KEEP YOUR DRIVE
Maximum Data Security

Lenovo's Keep Your Drive Service provides a convenient and secure way to retain your drives and confidential data in the unlikely event of failure. This mitigates civil liability risks and the potential costs associated with data falling into the wrong hands. Lenovo's KeepYour Drive service covers all Lenovo drives installed in the server.

TRANSITION SERVICES
Customization, Security and Asset Tagging

Leverage Lenovo's Imaging capabilities to accelerate the deployment of your ThinkServers.

Image Creation Based on the needs of your organization.	**Image Load** Reduction of technician touch time and deployment time.	**Asset Tagging** Enables immediate control of server assets from day one and speeds up install and set-up.	**Asset Recovery Service** Mitigate environmental and data security risks associated with end-of-life asset disposal.	**Custom BIOS** Lenovo reviews and configures your hardware BIOS settings.

Lenovo Imaging Technology Center Advantage

- Extending Lenovo's extensive imaging expertise onto ThinkServer platforms
- Save significant time, enabling IT personnel to focus on more strategic projects

- Lenovo ITC has over 8 million custom images delivered to over 3,000 customers
- Dedicated engineer throughout life of imaging projects
- End to end project management

ONLINE DATA BACKUP
Complete Data Security

Lenovo's Online Data Backup is a simple, automatic and secure way to protect your organization from the potential risk of business critical data loss from your servers.

For customers with over 100GB of data on their server(s), data seeding is a service offered to enable you to backup initially to a special secured hard drive device and then ship the device to the data center for uploading.[4] Server storage options offered are: 100GB, 250GB, and 500GB.

Lenovo offers a comprehensive portfolio of services that support the entire lifecycle of your Lenovo assets. For more information on Lenovo's Server Services, or any of our service offerings, please visit **www.lenovo.com/ThinkServerServices/us**, or call:

1-855-253-6686

Lenovo Services