

LENOVO SERVICES FOR THINKSTATION

REVOLUTIONARY DESIGN REQUIRES WORLD-CLASS SERVICE

The new revolutionary Lenovo ThinkStation® hardware design maximizes serviceability to ensure limited downtime and optimal productivity. Lenovo® offers a comprehensive portfolio of services that supports the full lifecycle of your ThinkStation. You'll get the most out of your IT investment with Lenovo's best-in-class Services and response times.

LENOVO SERVICES ADVANTAGE

- Comprehensive services portfolio for a single source solution to all of your workstation support needs
- Global footprint, with over 22,000 certified technicians, 164 countries, and 20+ languages supported
- Leading Imaging Technology Center: 200+ years of combined professional imaging experience, and over 8 million images deployed through a standard, globalized process
- Industry leading service levels with a world-class supply chain, parts availability, and a consistent delivery experience

OPTIMIZED DESIGN AND BEST-IN-CLASS RESPONSE FOR MISSION CRITICAL REPAIRS

Minimize downtime with flexible tool-less/modular hardware design plus 4 Hour Service Response for fast, easy technical repair.

WARRANTY: ONSITE + 24/7/4 HOUR RESPONSE TIME + TECHNICIAN INSTALLED CUSTOMER REPLACEABLE UNITS

ENTERPRISE SECURITY AND ASSET MANAGEMENT

Maximize protection of your systems and data with a comprehensive portfolio of security related services.

FACTORY ENCRYPTION, KEEP YOUR DRIVE, & ASSET TAGGING SERVICES



DIAGNOSTICS WITH 24X7 ACCESS TO ADVANCED TECHNICIANS

Leverage Lenovo's Mobile Diagnostic capabilities and 24/7 direct access to Level 2 technicians for maximum serviceability with minimal repair times.

PRIORITY TECHNICAL SUPPORT

STREAMLINED DEPLOYMENT

Utilize ThinkStation's Optimization Software with our comprehensive portfolio of Transition Services to minimize touchpoints and save your organization significant cost and time.

FACTORY INTEGRATION + DEPLOYMENT AUTOMATION SERVICES

LENOVO SERVICES FOR THINKSTATION

Lenovo offers a portfolio of services to meet the varying needs of your organization.

WARRANTY AND PROTECTION SERVICES

Best-in-class Warranty and Protection Services are essential to ensure maximum productivity, security and uptime for a business critical machine like Lenovo's ThinkStation.

WARRANTY EXTENSIONS AND UPGRADES

WARRANTY RESPONSE ¹ WINDOWS WITH EXPERT TELEPHONE AND ONSITE FIELD TECHNICIAN SUPPORT.	
4 Hour Onsite Response Time 9x5	4 hour onsite response time available in a 9x5 service window with fast, expert telephone support and onsite field technician support. All internal parts are field technician installed. The response time service window is Monday – Friday, 8 a.m. – 5 p.m.
4 Hour Onsite Response Time 24x7	4 hour onsite response time available in a 24x7 service window with fast, expert telephone support and onsite field technician support. All internal parts are field technician installed. The response time service window is 24x7, 365 days a year.
Technician Installed Customer Replaceable Units	Industry standard on-site warranty coverage for ThinkStation requires customer installation of Customer Replaceable Units (CRUs). Eliminate the headache of replacing internal components by having a Lenovo technician provide on-site installation of Customer Replaceable Unit parts.

PRIORITY TECHNICAL SUPPORT

Lenovo's Priority Technical Support lets you bypass basic troubleshooting with direct access to advanced level technicians. You'll experience shorter hold times, reduced repair times and higher first-time fix rates, freeing up your resources to focus on mission-critical business activities.

- 24x7 telephone tech-to tech support
- Priority call routing
- Advanced level technicians
- Electronic call tracking system
- Escalation management with customer-defined security
- Third party software support

KEEP YOUR DRIVE SERVICE

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 provides a convenient and secure way to retain your drives and confidential data in the unlikely event of a failure.

- KYD service is available at the time of system purchase and during any period of warranty coverage
- Coverage continues for the duration of system limited warranty, even if the hard drive has been replaced
- KYD covers multiple drives in a system and multiple failures

TRANSITION SERVICES

Lenovo's comprehensive portfolio of Transition Services streamlines and maximizes the efficiency of complex IT projects. Automated deployment services minimize touchpoints and user disruption, while saving your organization significant cost and time.

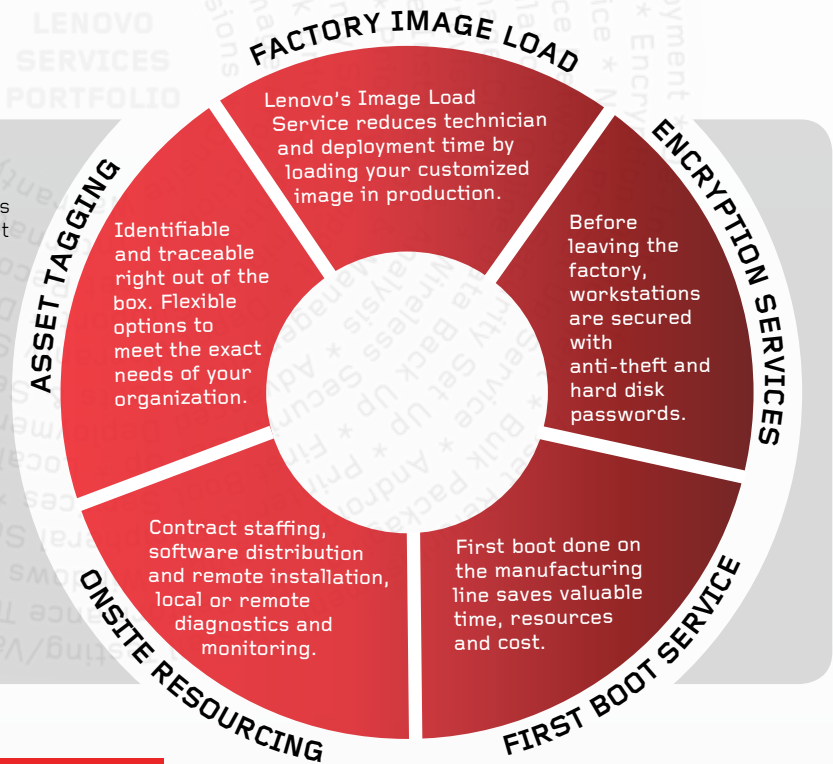
FACTORY INTEGRATION SERVICES

Executed in production, Factory Services enable accurate configuration and control of your workstations before shipment. You'll have asset readiness and security from day one.

DEPLOYMENT AUTOMATION SERVICES

Streamline and maximize the efficiency of your deployments by automating routine and time intensive desk-side tasks.

- Customized on a per system basis
- Menu-driven, end-user self installation
- Applications and personal preferences deployed automatically



Lenovo Services for ThinkStation are part of a comprehensive portfolio of services that support the entire lifecycle of your PCs. For more information on these, or other services, please call your Lenovo Services Sales Representative or visit www.lenovo.com/transitionservices/US 1-855-253-6686

Lenovo Services

1. ThinkStation base warranty is 1/3 years depending on the system, with next business day onsite response available in a 9x5 service window. Service window is Monday – Friday, 8:00 a.m. – 5 p.m. Lenovo reserves the right to alter product offerings and specifications at any time, without notice. Lenovo makes every effort to ensure accuracy of all information but is not liable or responsible for any editorial, photographic or typographic errors. All images are for illustration purposes only. For full Lenovo product, service and warranty specifications visit www.lenovo.com. The following are trademarks or registered trademarks of Lenovo: Lenovo, the Lenovo logo, ThinkPad, For Those Who Do and ThinkPlus. Other company, product and service name may be trademarks or service marks of others. ©2014 Lenovo. All rights reserved.