



Technology Services

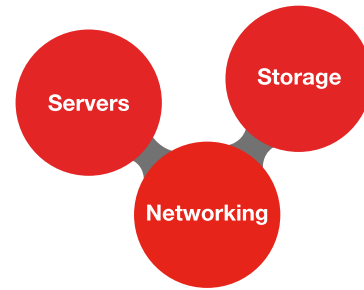


Implementation Services



Solution Services

APPLICABLE FOR THE HIGHLIGHTED CATEGORIES



● = Available (some exclusions apply)

# LENOVO SERVICES<sup>SM</sup>

## HARDWARE INSTALLATION

Efficient and smooth installation by experts

### BENEFITS



#### EFFICIENT

Keep your IT staff focused on higher priorities

#### CONVENIENT

Arrange the service to fit your schedule

#### SEAMLESS

Let experienced technicians perform the installation

#### SENSIBLE

Avoid wasted time and extra expense with a preinstallation checklist

Lenovo experts can seamlessly manage the physical installation of your server, storage, or networking hardware so you can quickly benefit from your investment. Working at a time convenient for you, the technician will unpack and inspect the systems on your site, install them, verify operation, and dispose of the packaging, allowing your team to focus on other priorities. Your new systems will be configured and ready for your software installation. It's the most efficient way to quickly get your investment working for you, with minimal disruption to your staff.

Any Lenovo-branded server, storage, or networking devices, as well as select Lenovo-supported products from other vendors that are sold by Lenovo or a Lenovo-authorized reseller, are eligible for Lenovo Hardware Installation Services. Customized installation services are also available to meet your specific needs.

### INSTALLATION PROCESS

#### PREINSTALLATION

Our team of professionals has extensive knowledge and the experience to help ensure the installation goes smoothly. With your help, the technician will arrive well prepared and complete the task with minimal disruption to you and your staff. A preinstall checklist will serve as your guide to ensure you've completed all hardware preparations and the hardware can be installed with ease. These steps include:

- Backing up data you need to migrate to the new hardware
- Ensuring the new hardware is available and in place
- Providing a power supply, network connection, racks, cables, and any other necessary parts
- Designating a representative who is available and able to assist the technician with access, approvals, IP addresses, and so on
- Providing a safe workspace and appropriate access for the technician

When you're ready, we'll schedule a call with you to review the checklist, answer any questions about the process, and schedule a convenient time to install the hardware.

## INSTALLATION

You can rely on the expert to provide end-to-end installation, including:

- Initial removal of the product from packaging, including inspection for damage
- Installation of the product per the associated documentation
- Physical connection and powering on of hardware
- Firmware and BIOS check and update to the latest levels if needed
- Consolidation of all packaging materials and disposal within your site
- Installation of Lenovo-branded or Lenovo-supported devices into the rack

## OPERATIONAL VERIFICATION

All systems will be thoroughly tested to ensure full operation. Your new hardware will be ready for your software installation.

## LIMITATIONS

This service is designed for systems to be used in business settings, but there are a few limitations, including:

- Service coverage—contact your local services representative to determine if your site location falls within the covered area
- Troubleshooting and solutions for problems encountered during installation, unless covered by Lenovo warranty or Lenovo support agreement
- Data center design or reconfiguration
- Reconfiguration of manufacturer-configured solutions
- Installation of software products or data
- Connectivity to the network, except as required to install firmware
- Wide area network (WAN) and local area network (LAN) troubleshooting
- Moving hardware to the installation location
- Any services not clearly specified in this document

## CUSTOMERS WHO BOUGHT THIS OFFERING ALSO PURCHASED



### Technology Services

Protect your technology investment with services that support all of your operational requirements.



### Implementation Services

Let the Lenovo experts deploy your equipment and keep it running so you can focus on the business.



### Solution Services

Tackle your most complex challenges with help from Lenovo Services professionals experienced in technology solutions.

Lenovo™ offers a comprehensive portfolio of services that support the full lifecycle of your Lenovo IT assets. At every stage of planning, deployment, and support, we offer the expertise and services you need to more accurately budget for IT expenses, deliver better service-level agreements, and generate greater end-user satisfaction. Let Lenovo Services' unique offerings and expertise help you get the most out of your technology investment.



# Services

Lenovo Hardware Installation Services are part of a comprehensive portfolio of Lenovo Services that support the entire suite of enterprise products. For more information, contact your Lenovo representative or visit [WWW.LENOVO.COM](http://WWW.LENOVO.COM)

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