



Lenovo<sup>®</sup>

## LENOVO™ SERVICES PORTFOLIO

### COMPREHENSIVE SERVICES PORTFOLIO TO MEET THE UNIQUE NEEDS OF YOUR ORGANIZATION

Lenovo™ offers a comprehensive portfolio of services that support the full lifecycle of your Lenovo™ IT assets. 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 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.

#### WHY LENOVO™?

- ▶ No one knows our products like we do. The best products deserve the best service.
- ▶ Certified Lenovo™ technicians use Lenovo™-Qualified parts for the highest quality repairs.
- ▶ Our global network of regional support centers offers consistent, local-language support to your organization and employees, wherever they are.

#### EXTENDED PROTECTION AND UPGRADES FOR MAXIMUM CONVENIENCE

Longer warranty periods with depot, On-site and Advanced Exchange warranty options.

##### WARRANTY EXTENSIONS AND UPGRADES

#### ULTIMATE DATA SECURITY

Keep your drive and data in your possession at all times<sup>2</sup>.

##### KEEP YOUR DRIVE SERVICE

#### DIRECT ACCESS TO ADVANCED TECHNICIANS

Direct access to the right level of support on the first call.

##### PREMIER SUPPORT

#### PROTECT YOUR SYSTEM FROM ACCIDENTAL DAMAGE

Common accidents not covered under the base warranty.

##### ACCIDENTAL DAMAGE PROTECTION<sup>1</sup>

#### EFFICIENT, STREAMLINED DEPLOYMENT

To enable efficient and accurate deployment and migration.

##### TRANSITION SERVICES - FACTORY INTEGRATION / DEPLOYMENT AUTOMATION

## WARRANTY EXTENSIONS AND UPGRADES

### Warranty Extensions<sup>3</sup>

Provide a fixed-term, fixed-cost service solution that enables accurate budgeting for equipment expenses. Match your warranty coverage to your system refresh cycles.

### Warranty Upgrades

- ▶ Upgrade to On-site Service
  - Convenience of parts and labor provided on-site at your place of business.
- ▶ Expedited Depot<sup>5</sup>
  - Parts and labor coverage with expedited turnaround.

### Sealed Battery Warranty

Will save you significantly relative to the cost of uncovered replacements, and if used in conjunction with on-site service, maximizes system availability. (Available for selected PCs.) Hardware availability varies by region.

### International Service Entitlement<sup>4</sup>

The international service entitlement upgrade is purchased in addition to one or more applicable optional services that extends coverage to outside of the user's home country. International service entitlement upgrades are applicable to the following Lenovo™ services: Sealed Battery Warranty, Keep Your Drive, Accidental Damage Protection. The service level will be provided at the same level as the user's home country or closest service level available in the outside country.

### Technician Installation of CRU Parts

Base warranty typically requires self-replacement of Customer Replaceable Unit (CRU) parts. Upgrade to Technician Installation of CRUs and all CRU parts are subject to on-site service.

## PREMIER SUPPORT

As IT budgets contract, you need increased efficiency from your existing in-house IT support teams. Lenovo Premier Support provides direct access to highly-trained Lenovo technicians that provide unscripted, advanced trouble-shooting for comprehensive hardware and software support. With direct access to Lenovo's Technical Account Management team, you can be assured that case resolution will be managed end-to-end.

- ▶ Onshore advanced technical support, weekday 7 am - 8 pm (EST)
- ▶ Comprehensive hardware and Original Equipment Manufacturer (OEM) software support
- ▶ Technical Account Managers for end-to-end case and relationship management
- ▶ Next Business Day Onsite parts and labor prioritization
- ▶ Single point of contact for simplified end to end case management
- ▶ Standard suite of reporting (Dispatching, parts quantities, service level, repeats, in/out warranty)
- ▶ Lenovo Commercial Portal for customized, secure online purchasing, reporting and product support
- ▶ Lenovo Solution Center with automated system error detection and support case creation

## PROTECTION SERVICES

### ACCIDENTAL DAMAGE PROTECTION

Protect your investment from operational or structural damage due to unexpected accidental damage.

#### What's Typically Covered?<sup>6</sup>

- ▶ Accidental drops
- ▶ Bumps
- ▶ Accidental spills
- ▶ Electrical surges
- ▶ Structural failures incurred under normal operating conditions
- ▶ Damage to the integrated LCD screen

Out of Warranty Repair	Out of Warranty Cost
Minor Repairs	\$350
Multiple Parts Replacement	\$950
Display	\$450

### KEEP YOUR DRIVE (KYD)

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.

#### KYD can be purchased at the time of system purchase or during the system warranty.

- ▶ Coverage continues for the duration of a system's limited warranty, even if the hard drive has been replaced.
- ▶ KYD covers multiple drives in a system and multiple failures.
- ▶ Both Solid State Drives (SSD) and hard drives are covered by KYD. Some models also require an upgrade to on-site service when the SSD is soldered to the system board.

### Factory Integration

- ▶ Image Load
- ▶ Encryption/Security
- ▶ Drop-in-the-Box
- ▶ First Boot Service
- ▶ Asset Tagging
- ▶ Laser Etching
- ▶ BIOS/vPro™ Customization

## TRANSITION SERVICES

### Factory Integration

Factory Integration Services enable accurate configuration and encryption of your PCs before shipment. You'll have asset readiness and security from day one.

### Deployment Automation Services

Lenovo's Deployment Automation Services take the complexity out of large deployments. Our scalable services streamline and maximize the efficiency of your deployments by automating mundane and time-intensive desk-side tasks.

### Managed Services

Asset Recovery Services outline the development and execution of sustainable corporate disposition strategy. For projects with broad requirements, you can depend on Lenovo's technical and service knowledge to drive resolution to your business issues.

### Automated Deployment

- ▶ In-Place Migration
- ▶ Advanced Deployment Service

### Managed Services

- ▶ Asset Recovery
- ▶ Service Account Managers
- ▶ Technical Account Managers

**Lenovo** Services

Lenovo™ offers a comprehensive portfolio of services that support the entire lifecycle of your Think 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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1] For tablets: Repair events limited to one service "event" per year with one replacement (if needed) allowed over the lifetime of the tablet. 2] Keep Your Drive is only available in combination with Lenovo's On-site Warranty Upgrade. 3] Available for periods of 2 or 3 years (total duration), beginning with the initial warranty start date. 4] International Service Entitlement is available, but regional differences in service level may apply. 5] Subject to country availability. 6] Cosmetic damage, e.g.: scratches, dents, or cracks that do not affect the product's functionality or structural integrity are not covered. All products and offers are subject to availability. 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](http://www.lenovo.com). The following are trademarks or registered trademarks of Lenovo: Lenovo, the Lenovo logo, ThinkPad and For Those Who Do. Other company, product and service name may be trademarks or service marks of others. ©2016 Lenovo. All rights reserved.