



Lenovo Support Services

Achieve the productivity and peace of mind you want. And the IT support experience that your workforce deserves.

Look no further. Premier Support Plus delivers predictive and proactive seamless support 24/7/365.

If you're responsible for IT in a small, mid-size or growing organization, you will likely have your hands full. You need to support your remote and hybrid workers, but your IT teams are already stretched on routine maintenance which takes focus away from other business priorities.

Time saved is extra valuable, as your IT teams will be able to focus on high-value digital transformation projects that could have significant impact on the future of the organization.

To learn more about Premier Support Plus visit lenovo.com/premier-support-plus



Premier Support Plus – who better to look after your Lenovo devices?

Research shows that many small and growing organizations are choosing to work with technology partners for IT support. In a recent Lenovo survey of IT decision makers, 60% of small organizations had a mixed approach to IT support that involved an external partner¹.

When you also consider that finding qualified and trained people is one of the top 10 IT challenges² for SMBs, then engaging Lenovo to look after your Lenovo devices with Premier Support Plus makes perfect economic and business sense.

Constantly changing work environments

In the current economic and geopolitical turmoil, organizations are finding it challenging to meet the demands of constantly changing work environments. That's where Premier Support Plus steps in and makes the difference to your employee experience – they'll get fast issue resolution from a team of Lenovo engineers and all the essentials to keep their tech running, such as 24/7/365 support.

Supporting the hybrid workforce

The wear and tear of using devices at home and on the road increases the risk of accidents such as spills and drops. Premier Support Plus provides peace of mind with Accidental Device Protection (ADP) coverage and Sealed Battery extended cover.

Premier Support Plus at a glance

Premier Support Plus delivers seamless, reliable, and repeatable IT support that works every time, reducing downtime to maximize end user productivity.

FEATURES	Basic Depot Support	Basic Onsite Support	Premier Support	Premier Support Plus
Break / fix support for broken machines	✓	✓	✓	✓
Advanced technical support available 24 x 7 x 365	X	X	✓	✓
Comprehensive hardware and original equipment manufacturer (OEM) software support ³	X	X	✓	✓
Single point of contact for simplified end-to-end case management	X	X	✓	✓
Technical Account Managers for escalation management	X	X	✓	✓
Next business day onsite labor & parts prioritization ⁴	X	X	✓	✓
Standard reporting available (service level, repeats, in/out warranty, etc.)	X	X	✓	✓
Lenovo Service Connect for asset management, product support, and service case (or request) tracking	X	X	✓	✓
Premier Asset Tag Option for inventory management and Premier contact center information	X	X	✓	✓
Proactive and predictive issue detection, case creation, and notification ⁵	X	X	X	✓
Services Engagement Manager (SEM) for proactive asset reporting & relationship management ⁶	X	X	X	✓
Accidental Damage Protection (ADP) covers accidents beyond system warranty ⁴	X	X	X	✓
Keep Your Drive (KYD) hard drive retention ⁴	X	X	X	✓
Sealed Battery (SBTY) coverage for up to 4 years ⁴	X	X	X	✓
International Service Entitlement (ISE) extends ADP, KYD, and SBTY coverage internationally	X	X	X	✓
Coverage for consumer products sold to commercial customers	X	X	✓	✓

Premier Support Plus in detail

Predict and prevent features combine with additional protection services to provide the ultimate support experience.

Help IT get one step ahead of problems, protect business productivity and promote positive EX with rapid issue resolution and 24/7 access to support engineers.

Premier Support: VIP coverage for both IT staff and end users that boosts productivity with access to elite troubleshooting. Available 24x7x365, leveraging parts priority with NBD response and onsite labor for repairs.⁴

Services Engagement Manager (SEM)⁶: Your designated, Global Lenovo Support expert and customer advocate. They are the single point of contact for service delivery issues, escalations, and asset performance reporting for your organization.

Proactive and Predictive support⁵: AI insights, powered by Lenovo Device Intelligence deliver proactive and predictive alerts that enable pre-emptive issue remediation to avoid downtime and ensure productivity.

Accidental Damage Protection (ADP)⁴: From coffee spills to power surges, ADP typically saves 50-93%* compared with the cost of repair or system replacement.

International Services Entitlement (ISE): Travelling globally for business? No need to worry. ISE extends your ADP, KYD, and SBTY coverage internationally.

Keep your Drive (KYD)⁴: Keep your drive(s) and dispose of business data on your terms, improving data security and ensuring compliance with data privacy and retention requirements.

Sealed Battery cover (SBTY)⁴: Lenovo-certified technicians ensure an effective and efficient battery replacement when needed, which minimizes downtime and contributes to business resilience.

Coverage for consumer products: if a consumer device best fits your needs, then that's no problem. No need to forego Premier Support Plus and you'll receive exactly the same VIP support experience.

* Based on Lenovo historical data for cost of system board, LCD and hard drive repairs on ThinkPad from April 2022 to April 2023



Let's continue the conversation about Premier Support Plus

We'll support you in your quest to achieve positive business outcomes.

Open the door to **innovation in your organization** by relieving the pressure on your internal IT team, as Premier Support Plus takes on the break/fix burden with 24/7/365 access to support. You'll leverage highly qualified Lenovo support engineers and **alleviate IT staff shortages**.

Reduce the EX-challenge with our seamless, scalable and dependable Premier Support Plus experience for your internal customers — whether they are at home, in the office and everywhere in between.

Unlock innovation, and boost user efficiency with the right support: Premier Support Plus

To learn more about Premier Support Plus, visit:

www.lenovo.com/premier-support-plus

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(1) *Human-centered insights to fuel IT's vision*, Lenovo, May 2022

(2) Top 10 SMB and Midmarket business issues, IT priorities and challenges for 2023 by Techaisle

(3) OEM software only, level 1 best effort support

(4) Dependent on market, parts, and HW availability

(5) Customer authorization and Win10 or Win11 OS required; Component replacements provided on amber alerts, even without diagnostics issue confirmation.

(6) 500-unit minimum

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