



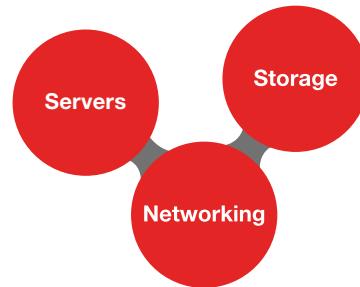
Planning



Implementation



Support



LENOVO SERVICES™

DATA CENTER SUPPORT OFFERINGS

Responsive support from technology experts



SERVICE OPTIONS

Managed Services

Hardware Support Premier Access

Enterprise Server Software Support

YourDrive YourData

Health Checks

Warranty Upgrades and Extensions

Lenovo™

Lenovo offers a comprehensive portfolio of support services designed to keep your IT environment—and your business operations—running at peak performance. Our certified technicians have extensive experience and deep technical expertise to solve difficult challenges and support your needs for continuous system availability. Whether those needs are faster response times or around-the-clock coverage, we have the support options to match your unique requirements.

MANAGED SERVICES

Managing enterprise IT environments in a fast-changing business and technology landscape can be costly and time-consuming. With Lenovo Managed Services, expert Lenovo service professionals remotely monitor and manage your Lenovo server-based SAP HANA or BWA, high-performance computing or Nutanix solutions to help ensure maximum availability and security. By increasing operating efficiency through continuous system monitoring and health checks, you can enhance workforce productivity and gain the flexibility you need to drive innovation.

HARDWARE SUPPORT PREMIER ACCESS

Get fast, accurate answers with direct 24x7 access to the right level of technical support on your first call. Lenovo Hardware Support Premier Access Services allow you to bypass basic troubleshooting and go directly to advanced-level technicians for fast resolution to problems with operating systems, applications software, servers, networks, and storage devices.

Get the level of support you need when you need it:

- Priority call routing to advanced-level technicians
- Escalation management
- Web-based call tracking
- Local language support no matter where your business goes

ENTERPRISE SERVER SOFTWARE SUPPORT

When your software isn't running optimally, neither is your business. But making multiple calls to different software vendors can be costly and time-consuming. Lenovo Enterprise Server Software Support Services give you comprehensive software support with a single point of contact, a fixed annual cost, and unlimited calls for the covered period. The service includes around-the-clock software support with flexible options to cover your business applications or operating systems.

Our full spectrum of software support services includes access to experienced Lenovo technical specialists with extensive operating system and business application knowledge and expertise. We support a [range of software](#) from Microsoft, Red Hat, SUSE, and VMware, including operating systems, virtualization, and business applications such as Microsoft Exchange and Microsoft SharePoint.



YOURDRIVE YOURDATA

In the event one of your hard drives needs replacement while under warranty, that drive becomes the property of Lenovo. With Lenovo YourDrive YourData retention service, you can keep that hard drive—and all its data—at no additional cost.

Available at the time of system purchase or any time during warranty coverage, the Lenovo YourDrive YourData Service covers all the drives in your system. It can help you meet data privacy requirements at a cost that is significantly less than the cost of buying one failed drive.

The Lenovo YourDrive YourData Service helps you:

- Ensure your data stays under your control
- Meet data privacy requirements
- Dispose of the drive at your discretion

HEALTH CHECKS

Tip-top data center performance keeps your business running at its best, streamlining operations and upgrades to get the most from your technology investment. Let Lenovo's SAP-certified consultants assess your firmware, Nutanix, SAP HANA or SAP BWA infrastructure to help ensure correct implementation and outstanding performance. The Lenovo Services team follows best practices and established methodologies to conduct the Health Check, which provides a comprehensive evaluation of your system configuration.

Moreover, our expert technicians help you realize the full value of your implementation by taking advantage of important updates and features. Your enterprise will benefit from our depth of experience in optimizing system performance, efficiency, and uptime while enabling you to free your IT resources to focus on value-added tasks that advance business outcomes.

WARRANTY UPGRADES AND EXTENSIONS

Included with every enterprise system, the Lenovo base warranty provides access to skilled Lenovo technicians during normal business hours to diagnose hardware problems. It also provides fast, efficient replacement of failed parts with next-business-day delivery.

The base warranty offers one to three years of coverage, depending on the type of system purchased. Well-suited for entry-level systems with noncritical workloads, the base warranty provides consistent global resources to solve problems and keep your operations running smoothly. You can upgrade your base warranty coverage anytime during the initial warranty period.

If a field-replacement part is required to resolve a problem, Lenovo ships the part to your location. Many parts are customer-replaceable, and you can choose to install them at your convenience. For the few parts that are not customer-replaceable, service will be scheduled the next business day based on technician availability.

For systems that run critical business functions requiring a high level of availability, Lenovo offers response upgrades. These options are designed for those who need expedited response with minimal downtime.

- **4-Hour Response Time:** Parts are delivered or a technician arrives on-site within 4 hours of the completion of the troubleshooting on the phone.
- **2-Hour Response Time:** Parts are delivered or a technician arrives on-site within 2 hours of the completion of the troubleshooting on the phone.
- **6-Hour Committed Service Repair:** Your system will be restored to conformance within 6 hours of the service request being registered.

Once your incident is registered with the Lenovo control center, a support specialist troubleshoots the problem remotely. You can install customer-replaceable parts at your convenience. A technician will provide an on-site installation for those few parts that are not customer-replaceable.

Lenovo warranty extensions help you avoid unplanned downtime with uninterrupted coverage designed to match the planned life of the asset. Extensions can be added at a time that best fits your needs:

- With original purchase
 - Extensions and upgrades in increments up to five years
 - Stand-alone or bundled extensions with other upgrade service
 - Uninterrupted coverage to match the planned life and workload of the system
 - More economical if purchased at the time of sale than if purchased later
- After original purchase
 - Available while the system is under warranty
 - Adds additional years to the base warranty or upgrades the service coverage



Planning

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



Implementation

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



Support

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

Lenovo™ offers a comprehensive portfolio of services that supports the full lifecycle of your Lenovo IT assets. At every stage of planning, implementation, 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. The services support Lenovo-branded server, storage, and networking devices, as well as select Lenovo-supported products from other vendors that are sold by Lenovo or a Lenovo-authorized reseller. Let Lenovo Services' unique offerings and expertise help you get the most out of your technology investment.



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Lenovo's Data Center Support Offerings are part of a comprehensive portfolio of Lenovo Services that supports the entire suite of enterprise products. For more information, email your Lenovo representative in the Asia Pacific region at x86svcAP@lenovo.com; in the Europe, the Middle East, and Africa region at x86svcEP@lenovo.com; in the Latin America region at x86svcLA@lenovo.com; or in the North America region at x86svcs@lenovo.com. Also visit www.lenovo.com/DataCenterServices