

Lenovo™ Support Overview

Lenovo™ Premier Support

Lenovo™ Onsite Support

Lenovo™ Depot Support (standard)

Call center support for basic troubleshooting, out-of-the-box support and technical issues



Dedicated, advanced technical support available 24 x 7 x 365



Warranty claims including parts and labor

Onsite labor and parts prioritization

Standard SLAs

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Comprehensive hardware and original equipment manufacturer (OEM) software support



Single point of contact for simplified end-to-end case management



Technical Account Managers for proactive relationship and escalation management



Comprehensive suite of reporting



Lenovo™ Service Connect portal for install base details, service ticket status and reporting to help identify trends and proactively address issues



Asset Tag option for easy reference to Premier Support call centers around the world

