Lenovo DCG Services

End-to-End Guide for Business Partners

North America
2019 Edition

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Overview

The Lenovo Services portfolio brings end-to-end solutions that span the lifecycle of your customers' systems, helping them maintain, protect, support, connect, manage and eventually, dispose of their end-of-life assets in an environmentally sound and cost-effective way.

Supporting the full lifecycle of your customer's investment, Lenovo Services are the perfect complement to Lenovo's world-class enterprise products.

As the trusted services provider for thousands of companies around the world, we have the expertise and experience to help you and your customers with everything from solutions architecture to implementation, integration, and migration.

Lenovo Services guarantees a superior service experience through Lenovo service professionals and our network of Lenovo Authorized Service Providers

Lenovo Services guarantee genuine Lenovo quality parts, reliable and consistent service, and access to our global remote and field support teams. Our services and support are delivered by highly skilled, experienced and certified technicians.

Flexible service offerings have been designed to meet a wide range of requirements, from basic hardware installation to around-the-clock remote monitoring of your customers' Lenovo enterprise systems.

All Lenovo enterprise systems are covered by a base warranty of one to three years, including parts and labor. We offer a wide range of flexible upgrades and extensions with options for around-the-clock coverage, rapid response, and data protection. We can help your customers determine the exact offerings available for their Lenovo systems.

All services offerings with standard part numbers are - vailable and listed in each country's service catalogs. These service catalogs are updated on a regular basis (monthly or ad hoc for a new service product launch) and are available to you. The service catalog contains information including country availability, service compatibility, part numbers, and service description.

In addition, the Lenovo Data Center Advisor & Configurator Tool provides the easiest and fastest way to find compatible standard parts or Lenovo Services worldwide. It is available on the public web so you and your customers have fast and accurate access with no login required: https://dcsc.lenovo.com

Lenovo Services provides instant pre-sales assistance on the Lenovo Services portfolio. The team can be contacted via email at: SSC@lenovo.com

An investment in Lenovo Enterprise Systems provides high performance, complete solutions to meet every need from simple application workloads to the most complex processing and infrastructure requirements.

Protect your customer's investment with Lenovo Services to maximize availability and minimize surprises.

Why Lenovo Services?

Full Lifecycle of Your Lenovo IT Assets

We offer a comprehensive portfolio that supports the full lifecycle of your customers' Lenovo IT assets.

At every stage—planning, deploy, support, and end of life (EOL)—we offer the expertise and services needed for your customers to accurately budget for IT expenses, deliver better service-level agreements, and generate greater end-user satisfaction. Let Lenovo Services unique offerings and expertise help your customers get the most out of their technology investment.

Leverage Lenovo's Solution, Implementation and Support services for your IT infrustructure.

Key Benefits:

- Support from technical professionals who have access to hardware development and research teams
- Genuine Lenovo parts
- Allows you to focus on the customers' core business model, while letting Lenovo Services fill the gaps
- Complements your existing services business, providing a foundation for you to add value, helping you achieve your customers IT goals
- High margin on Lenovo Services
- High added-value services in your portfolio

For more information: Lenovo Data Center Services

Solution Services
From the simple to the complex, our experts work with your customers to find the right solution for their one-of-a-kind strategic and business needs.

Implementation Services
Accelerate your clients' time to productivity so they can focus on taking care of their customers and growing their business.

Support Services
Around the world and around the clock, our experts are standing by 24x7 to safeguard your IT investment.

TruScale Infrastructure Services
Lenovo TruScale Infrastructure Services offering is the ability for companies to purchase on-premises data center hardware (servers, storage, and networking) and services through a consumption model, rather than an upfront capital cost, similar to a public cloud.

Base Warranty

All Lenovo hardware products are delivered with a base warranty which is an integral part of the system specification. Lenovo provides your customers with a manufacturer's warranty against faulty workmanship or defective parts, provided the product is used normally. The length and service level are specified for each machine type model and cannot be downgraded.

The base warranty period starts one day after the build date. The base warranty and date can be changed upon request and with proof of purchase*. The base warranty covers parts and labor for a given warranty period, mostly one or three years. The length of the warranty period extension or upgrade may be up to a maximum period of five years.

What is covered by warranty?

Any fault that is found to be as a result of equipment failure under normal usage is covered by warranty. The Lenovo Data Center Services Agreement, together with the Lenovo Limited Warranty and the Statement of Limited Warranty provides a clear explanation of Lenovo obligations. This includes descriptions of the catalog of Enterprise Services available via a part number. Not all services are available in all regions or all countries and only applies to the service purchased. There are, however, some technology limitations which may require interpretation as to what constitutes a component fault.

*Maximum buffer period of 45 days. To get the dates changed, the change request must be addressed together with the proof of purchase via the following link: http://csp.lenovo.com/irj/portal/anonymous/selfregistration

What is not covered by warranty?

The warranty on Lenovo products does not cover the following:

- uninterrupted or error-free operation of a product

- loss of, or damage to, your data

- accessories, supply items, some devices, for example Fusion I/O and solid state devices beyond their read/write or wear limitation, and certain parts, such as batteries, frames, and covers

- any software programs, whether provided with a product or installed subsequently

- failure or damage resulting from misuse, abuse, accident, modification, unsuitable physical or operating environment, natural disasters, power surges, improper maintenance, or use not in accordance with product information materials;

- damage caused by a non-authorized service provider,

- failure of, or damage caused by, any third-party products, including those that Lenovo may provide or integrate into the Lenovo product at your request;

- products or parts from a Lenovo product or non-Lenovo product with an altered identification label or from which the identification label has been removed, or

- any pre-existing defects in your product that occurred on or before the date of warranty Agreement.

Download Lenovo Data Center Services Agreement

Solution Services

Design the best IT strategy for your enterprise

From the simple to the complex, our experts work with you to find the right solution for your one-of-a-kind strategic and business needs.

Workshop Services

A workshop is the first step in determining where you are in your IT journey, the business outcomes you want to deliver with IT solutions, and the next steps to improving your infrastructure and overall efficiency.

Lenovos Certified Principal Consultant led workshops provides a complete discovery of your technology environment and identify how Lenovo can help you achieve your Digital Transformation.

High-level steps:

- Identify business drivers & capture requirements
- Recognize challenges & assess readiness
- Develop a hgh-level strategy roadmap
- Recommend next steps to help meet business goals

Assessment Services

An Assessment is the next step in solving your IT challenges through an onsite, multi-day session with a Lenovo technology expert. We perform a tools based assessment which provides a comprehensive and thorough review of a company's environment and technology systems. In addition to the technology based functional requirements, the consultant also discusses and records the non-functional business requirements, challenges, and constraints.

High-level steps:

- Assessments are multi-day sessions conducted by Professional Services on-site at Customer location
- Evaluate trends and best practices to identify opportunities for IT system and infrastructure improvements
- Receive a strategy document describing future state with specified solution
- Outline of project scoping and implementation

Design Services

Lenovo Design Services, professional services consultants perform infrastructure design and implementation planning to support strategy. The plan will demonstrate an outcome-based proposal to provide business capabilities through infrastructure with a risk-mitigated project plan.

High-level steps:

- Perform infrastructure design and implementation planning to support strategy
- Demonstrate an outcome-based proposal to provide business capabilities through infrastructure with a risk-mitigated project plan
- Deliver an architecture blueprint spanning infrastructure design
- Deliver a plan of resources and time required for implementation

Get expert guidance to build solutions that address your customer's specific needs and pain points.

Types of Assessments: Cloud, DevOps, VDI, Storage

For more information, please email: dcg_ps_na@lenovo.com

Lenovo Services

Implementation Services

Basic Hardware Installation

Efficient and Smooth Installation by Experts

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 at the on-site location, allowing your team to focus on otherpriorities. 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.

Key Benefits:

- Accelerate time to value – by having Lenovo Services get your customer and running quickly with minimal disruption

- Reduce cost and risk in deploying new technology - by having Lenovo experts install the new hardware following best practices

- Improve operational efficiency – by leveraging Lenovo services, IT staff can focus on more important strategic projects and activities

Deployment

Move or Scale IT Resources Intelligently and Cost-Effectively

Lenovo can provide comprehensive on-site configuration of hardware and software, including:

1. Configuration and integration for
   - Servers, storage, and networking
   - Operating systems
   - Software
   - Virtualization configuration
   - High-availability configuration

2. Validation

3. **Training on administrative tasks**

4. Post-installation documentation

Key Benefits:

- Offer customers a reliable single-source solution, saving time and reducing expenses

- Assess your operational and organizational capabilities, identify your infrastructure requirements, and develop an implementation plan

- Streamline deployment with field-tested best practices from Lenovo solution architects

Brochures:

- Hardware Installation Service Brochure
- Hardware Installation Checklist
- Lenovo Services Work Authorization
- HPC Deployment Service Brochure
- HX Series Nutanix Deployment Service Brochure
- SAP HANA Deployment Service Brochure
- VMware NSX Design and Deployment Service Brochure
- VMware vRealize Design and Deployment Service Brochure

Implementation Services

Factory Integration Services

Accelerate Deployment Time and Decrease Risk by Relying on Experienced Installation and Testing Technicians

- Have configuration and deployment tasks, as well as quality assurance testing, performed at the point of manufacturing
- Receive complete functionality and stability testing and hardware performance testing
- Ensure that images are installed and tested for compatibility with Lenovo hardware
- Define firmware settings at the point of manufacturing and deploy them consistently across the environment
- Affix information-rich, tamper-resistant asset tags to each piece of hardware before delivery

Key Benefits:

- All integration and testing done in factory offers customers a reliable single-source solution, saves their time and expenses
- Helps reduce solution costs and cycle times by minimizing the number of touches per setup and automating image loads and configurations
- Helps ensure seamless installations by using experienced technicians to perform the work
- Provides asset tags to streamline tracking and prevent loss throughout the hardware lifecycle
- Simplifies delivery and deployment through factory packaging

Brochure: Lenovo Factory Integration Services

Lenovo™ Services

Support Services

Premier Support

Take the Complexity Out of Supporting Today's Demanding Data Center Environments

Lenovo Premier Support service provides a new level of support for the data center. We know the challenges your customer is facing, and we will provide the expertise, the convenience and the dedication to help take the complexity out of today's demanding data center environments.

Lenovo Premier Support Service includes a Remote Premier Support consultant, who will:

- Respond to customer's support service inquiries and perform the required actions based on their service requests
- Resolve service maintenance contract issues to help ensure proper Lenovo service-level coverage and entitlement
- Manage escalationto address your customer's service requests for high-severity issues or systemic problems

Additional Features:

- Online case submittal, providing a web-enabled form to submit a detailed technical incident report directly to the Premier Support team
- Collaborative third-party software support, furnishing technology partners with diagnostic information to speed problem resolution
- Remote system analysis,** providing a report that analyzes the configuration of your customer's current Lenovo data center product along with recommendations for optimizing their product's supported configuration
- Lenovo Premier Support service provides a new level of support for the data center. We know the challenges your customer is facing, and we will provide the expertise, the convenience and the dedication to help take the complexity out of today's demanding data center environments.

Key Benefits:

- Direct access to Lenovo's most advanced technicians
- Faster problem diagnosis and resolution
- Single point of contact and end-to-end problem resolution
- Collaborative third-party software support

Brochure: Lenovo Premier Support Services

** Remote system analysis requires installation of the Lenovo XClarity IT infrastructure management virtual appliance.
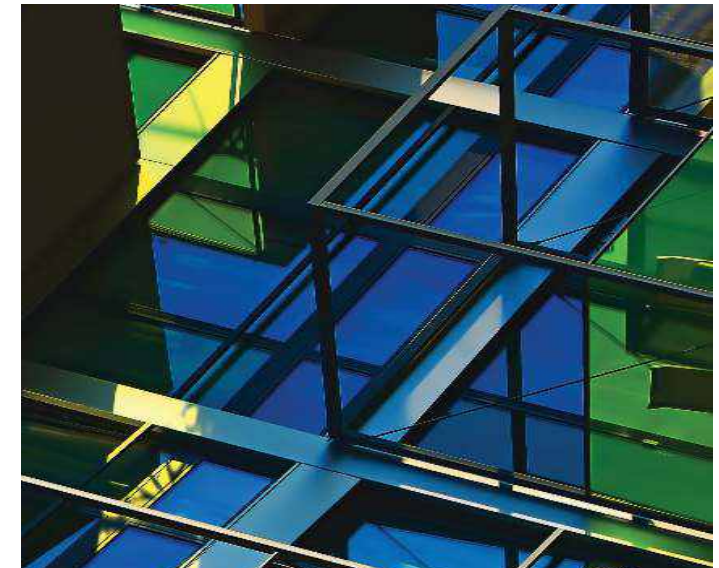
Support Services

Warranty Upgrades

Protect Your Technology Investment

Lenovo offers warranty upgrades, technical support, enterprise software support, and additional services to support your systems.

Foundation

Upgrade your customer's base warranty with cost-effective support to keep non-mission-critical server, storage, and networking hardware in working order. They'll get next-business-day onsite response during normal business hours for service calls, including installation of any failed part that needs to be replaced.

The Foundation support level provides:
- Next business day onsite response during normal business hours, 5 days per week
- Base warranty upgrade covering onsite installation of all replacement parts
- Warranty extension to 3–5 years

Recommended Service Options:
- Hardware Installation
- Premier Foundation
- Enterprise Server Software Support
- YourDrive YourData

Brochure: Lenovo Data Center Support Services

Essential

Improve uptime for core business workloads and safeguard sensitive data. The Essential support level includes all the benefits of Foundation services, plus 4-hour onsite response, 24 hours per day, 7 days per week.

The Essential support level provides:

- Four-hour onsite response, 24 hours per day, 7 days per week
- Base warranty upgrade covering onsite installation of all replacement parts
- YourDrive YourData retention service
- Warranty extension to 3–5 years

Recommended Service Options:

- Hardware Installation
- Premier Essential
- Enterprise Server Software Support

Advanced

Maximize uptime for mission-critical applications and workloads. The Advanced support level includes all the benefits of Essential services, plus 2-hour onsite response, 24 hours per day, 7 days per week.

The Advanced support level provides:

- Two-hour onsite response, 24 hours per day, 7 days per week
- Base warranty upgrade covering onsite installation of all replacement parts
- YourDrive YourData retention service
- Warranty extension to 3–5 years

Recommended Service Options:

- Hardware Installation
- Premier Advanced
- Enterprise Server Software Support

Support Services

Technical Account Manager Services

Increase The Operational Performance and Efficiency of Your Data Center With a Trusted Advisor

The Lenovo Technical Account Manager (TAM) serves as a trusted advisor to Lenovo's enterprise customers. The Technical Account Manager leverages their experience and provides consulting and post-sales lifecycle management for complex data center technologies including various operating systems, servers, storage and networking from multiple vendors.

The Technical Account Management Service provides customers with a service experience that is designed to address all of the common problems associated with managing a data center. Your Technical Account Manager will:

- Provide a single point of accountability for your entire data center business with direct access to your post-sales support for all Lenovo-entitled systems

- Handle escalation management and coordinate the resources necessary to address individual, high-severity issues or systemic problems

- Serve as a trusted advisor who understands both your business and your data center operations; communicate technology insights and anticipate future needs while maintaining ongoing supportability, technical training, and tools

- Oversee the supportability and service planning of your Lenovo data center assets to optimize the operation and efficiency of these entitled systems; recommend service contract renewals and service extensions based on your organization's objectives

- Furnish customer account reporting on operational efficiency of your entitled systems based on KPIs and service delivery metrics; address end-to-end lifecycle issues regarding support maintenance renewal and extension as well as field installation and deployment

Key Benefits:

- Improve business and IT operational performance
- Reduce IT's effort in resolving issues quickly and easily
- Manages complex solutions and troubleshoots issues
- Reduce operational expenses
- Improve system performance and maximizes system uptime

Brochures: Technical Account Manager
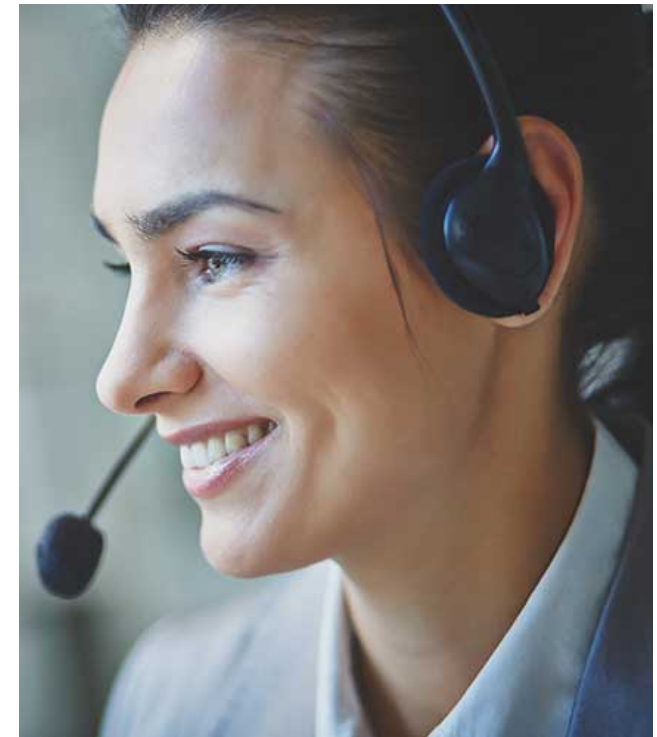
Support Services

Managed Services

Reduce IT Support and Operational Costs with Lenovo Managed Services

With Lenovo Managed Services, Lenovo service professionals remotely monitor and manage your data center to enhance security and reliability and help ensure maximum performance and stability. Continuous monitoring, scheduled health checks, recommended updates, capacity planning, and performance management can bolster workforce productivity, drive innovation, and enhance business results.

Key Benefits:

- Managed Services offer customers a reliable single-source solution, saving their time and expenses

- Expedites problem resolution and Increases operational efficiency

- Lenovo professionals handle monitoring and problem resolution 24x7, as well as manage problem resolution with the appropriate call centers

Brochures:

- Lenovo Managed Services

- Lenovo Managed Services for HPC Clusters

- Lenovo Managed Services for SAP HANA or SAP BWA

- Lenovo Managed Services for ThinkAgile HX

Health Check

Ensure Optimum Infrastructure Tuning and Practices at All Times

Lenovo Health Check services help maintain optimal performance and efficiency in your customer's data center. Experienced Lenovo consultants will perform a thorough assessment of the current status of their firmware, HX Series Nutanix Clusters, SAP HANA or Hypervisor/Linux infrastructure, deliver a comprehensive report of their findings, and make the required updates.

Key Benefits:

- Optimize solution for peak performance

- Protects customer investments

- Helps ensure the security of IT solutions

Brochures:

- IBM Spectrum Virtualize v7.7 Upgrade for IBM Storwize V3700

- Lenovo Health Check for HX Series Nutanix Clusters

- Lenovo Health Check for SAP HANA or SAP BWA

Support Services

Enterprise Server Software Support Service

Comprehensive 24x7 Phone Support for Software From a Single Point of Contact

Lenovo Enterprise Server Software Support enables comprehensive assistance for a wide range of server operating systems and Microsoft server applications. It offers extensive expertise for problem resolution, troubleshooting, help with documentation, and answering many other common questions. It includes 24x7 availability for critical problems and unlimited calls to help customers address challenges fast without accruing incremental costs.

Key Benefits:

- Reduce risk in supporting new technology – by leveraging Lenovo support team and expertise in troubleshooting issues

- Reduce IT and operating costs – by augmenting your customer's IT staff and reducing their total cost in supporting applications

- Provide predictable costs for budgetary planning – using support offerings sold upfront at point of sale, you know exactly what your customer's IT spend will be over a 3 to 5 year time frame

- Improve operational efficiency – by leveraging Lenovo support, your customer can receive a single point of contact that allows their IT staff to focus on other priorities

Brochure: Lenovo Enterprise Server Software Support Services

YourDrive YourData

When Data Privacy Matters to You

The YourDrive YourData service allows your customer to retain possession and dispose of failed drives. Otherwise, failed drives under warranty must be returned to Lenovo upon replacement.

- Essential for organizations that must keep their data secure on their premises e.g., medical, retail, insurance, education, financial, and technology sectors

- Cost of buying a single drive can be 5x the cost of paying for YourDrive YourData

- This is a standalone option in Foundation Support Services but it is included in the Essential Support Services and Advanced Support Services

Key Benefits:

- Provide predictable costs in budgetary planning – by providing upfront costs versus finding budget in the event of a drive failure

- Reduce IT and operating cost - by helping your customer avoid the legal and monetary repercussions associated with a breach in data security

- Improve operational efficiency - by eliminating the need for tracking failed drives in transit, giving IT staff the time to concentrate on mission-critical business activities

Brochure: Lenovo Data Center Support Services

TruScale Infrustructure Services

TruScale Infrustructure Services

The Pay-For-What-You-Use Data Center

Lenovo TruScale Infrastructure Services (hardware as a service) is the ability for companies to purchase on-premises data center hardware (servers, storage, and networking) and services through a consumption model, rather than an upfront capital cost, similar to a public cloud. The overall package includes Hardware, Hardware Installation & Deployment, System Health Management (Managed Services), Metering, and Hardware Removal.

Key Benefits:

- Minimal Up-Front Costs
- Latest industry-leading equipment without initial high investment
- Fixed monthly cost reduces budget worries, allocate capital to bigger business priorities
- Flexible + Scalable
- Customers only pay only for what they use
- Easy to add incremental capacity, upgrade hardware during contract term to meet changing business goals
- Reduced Risk
- No minimum capacity commitment, from 0% to 100%. This enables customers the ability to make their own assessment about balancing cost and flexibility
- On-Premises Security and Control
- Full Maintenance, Support, and Management Included
- Convenient & simple subscription means hassle-free hardware-Lenovo Professional Services experts proactively monitor to ensure maximum uptime
- Dedicated Customer Success Manager serves as the customer advocate and single point of accountability

Key Features:

Hardware Installation, Deployment, and Removal:

- Configuration and integration
- Tuning, validation, and documenting ongoing run processes
- Implement a concise best-practices deployment methodology to install and configure administrative and user features, conduct the knowledge transfer session, and more
- Unpack & configure systems, update firmware, and conduct final operation verification testing of hardware
- Post Installation documentation & training with custom scope installations
- End of term removal includes system wipe, pack, and ship out of customer's facility

Managed Services: continuous 24x7 remote monitoring and proactive management of a client's data center using state of the art tools, systems, and practices by a team of highly skilled and experienced Lenovo services professionals.

Customer Success Manager: Dedicated resource assigned to each customer to build and maintain the relationship.

Metering & Reporting: Usage of assets deployed will be measured based on the power consumed during the period of each unit. The customer will not be billed for idle power draw.

For more information: Lenovo TruScale Infrastructure Service

Lenovo Services Registration

What is Registration?

In order to activate the entitlement to a purchased service upgrade or extension, your customers must register the service against their system serial number. This will ensure services delivery satisfaction with the accurate customer and location information. Registration is carried out online by following a few easy steps at this link: www.lenovo.com/registration

Why Register?

Registration ensures that your customers get the service to which they are entitled. Service cannot be provided until the service product is registered. The registered service product is recorded in the entitlement database accessible to the Lenovo Authorized Service Partner's network. Once the service is sold and registered, Lenovo Warranty Services are delivered by Lenovo and Lenovo certified Authorized Service Partners.

Registration is the responsibility of your customers. Electronic service packs (e-mails which include the authorization codes and registration instructions) are sent to the e-mail address specified in the order. If the e-mail address is not the end user's, it is your responsibility as a Business Partner to ensure that your customer receives the e-mail or ensure that the service is registered.

How to Register?

For Business Partners who purchased from Lenovo Directly

1. Provide customer's email address to Lenovo directly when you place a services order
2. Lenovo will send email for registration to the email address provided with the following information:
   - Weblinks for registration which includes registration instructions
   - Authorization and PIN to be entered into the tool
3. Please advise customer to keep their registration confirmation emails for reference if needed:
   - They contain important authorization and PIN numbers
   - Keep handy with their service and hardware records for easy access

4. You or your customer will then log into portal using Lenovo ID to register warranty using the provided authorization and PIN. If you or your customer do not have a Lenovo ID, please create one when you or your customer log into the portal for the first time

For Business Partners who purchased from Lenovo Distributor

Pre-Registered by Distributor

1. Provide customer's email address to Distributor when you place a services order
2. Distributor will register the service to the system serial number
3. Registration confirmation email will be sent to the email provided. Please advise customer to keep their registration confirmation email
   - **Contains** important authorization and PIN numbers
   - **For quick and easy access keep documents** with service and hardware records.
4. You or your customer will then log into portal using Lenovo ID with the provided authorization and PIN to
   - Access the tool and confirm registration
   - Include the system location and customer information
5. If you or your customer do not have a Lenovo ID, please create one when you or your customer log into the portal for the first time

Not Pre-Registered by Distributor

1. Provide customer's email address to Distributor when you place a services order
2. Distributor will provide the email address to Lenovo directly
3. Lenovo will send email for registration to the email address provided with the following information:
   - Weblinks for registration which includes registration instructions
   - Authorization and PIN to be entered into the tool

Lenovo Services Registration

4. Please advise customer to keep their registration confirmation emails for reference if needed
   - They contain important authorization and PIN numbers
   - Keep handy with their service and hardware records for easy access

5. You or your customer will then log into portal using Lenovo ID to register warranty using the provided authorization and PIN. If you or your customer does not have a Lenovo ID, please create one when you or your customer log into the portal for the first time

Why is the customer information critical?

Customer location information allows Lenovo to provide replacement parts stocked nearest to the customer's system

- Technicians will have accurate information to deliver the service

- Speeds service delivery

- Minimizes customer downtime

Reasons why the online registration fails

1. The base warranty has already expired

2. The service upgrade is not compatible with the machine type

3. Incorrect e-mail address in the order or no e-mail address provided in the order

4. Incorrect machine type (MT) or serial number entered in the registration system

Support and escalation path

If users have difficulties with the registration process or if the online registration fails please contact our Warranty Registration Team at: www.lenovo.com/registrationsupport.

Important notice

Before selling the product, please make sure that the warranty status and compatibility is checked. Please reference the WAMO file for compatibility on the Lenovo Partner Network. www.lenovopartnernetwork.com/us/data-center-services/

Product Configuration & Information Tools

Lenovo offers web-based and downloadable product configuration tools designed to help our partners sell

Data Center Solution Configurator

What is it?

Data Center Solution Configurator Tool (Also known as DCSC improved useability! Lenovo version of the web-based Hardware Configurator tool where you can configure Lenovo Data Centre Systems (Servers, Converged Systems, Networking, Storage and Services). **DCSC** is integrated with Lenovo CRM systems (LICRM, LMS), Lenovo Bid Portal.

Products Availability

All of the **ThinkSystem,** System x Servers, Storage, SDS (Software Defined Storage), Networking, Rack & Power, and Services.

Key Benefits:

- Display of the compatible services
- Display of the base warranty included with the purchase
- Display of the compatible accessories

Advantages

- **Data Center Solution Configurator** is a web-based compatibility tool with 24/7 availability
- Display tool for Lenovo offering database
- No logins required - you or your customer can easily get the required information
- Worldwide availability - managed for 98 countries, 9 languages and 23 currencies

Target Audience

DCSC is designed for Lenovo employees, business partners and their customers.

Availability

The tool is available online at: https://dcsc.lenovo.com

Special notes / Exclusions

Pricing is updated periodically by the regional marketing teams. The list price displayed is intended to be a reference price only and does not include discounts or promotions of any kind. The tool does not display channel prices.

NA Partner Portal

Power your business growth with a world-leading, end-to-end portfolio. Lenovo's commitment to innovation means you have fresh propositions for your customers that position you as a trusted, valued business partner.

Make the difference – at the Lenovo Partner Portal.
Visit the website at: https://www.lenovopartnernetwork.com/us/data-center-services/

E-Learning

What is it?

Lenovo offers a wide range of E-Learning courses to our business partners so you can stay at the top of your game. Upskill yourself with these e-learning modules for services:

Offerings curriculum

- Simplified Support Services Course
- Lenovo Premier Support
- Lenovo Health Check Services Introduction
- Lenovo Enterprise Solution Configurator Update
- Managed Services Introduction
- Lenovo Basic Hardware Installation Service Video
- Lenovo Enterprise Server Software Support Video
- Introduction to Factory Integration Services

Target audience

E-Learning Designed for Lenovo Business Partners

Availability

The tool is available online at:

www.lenovopartnernetwork.com/us/training/