

Premier Support for the Data Center



PROPEL THE BUSINESS WITH THE RIGHT SUPPORT

Companies are constantly looking out for ways to reduce costs and increase efficiency of their in-house IT support teams. Lenovo Premier Support helps by effectively managing the routine support tasks, thus freeing up the valuable time of IT support teams to focus on more high-value tasks that deliver true competitive advantage.

The Challenge



Limited in-house staff who need to focus on innovation projects that drive business growth



Complexity of managing data center environments and day-to-day challenges posed by users and business



Productivity losses due to IT teams be diverted from important tasks to tend to ongoing maintenance tasks

The Need



Comprehensive & streamlined support through a single point of contact



Enhance productivity and operational efficiencies by minimizing downtime and disruptions



Free up IT teams to focus on proactive and high-value tasks

Lenovo

Did You Know...

On average, a company will lose 545 hours of employee productivity because of IT downtime.

Source : [ERS IT Solutions](#)

Solve Customer Challenges with Premier Support



Larger, more complicated data center environments mean a higher risk of failure, and a greater need to stay ahead of any problems that may occur and affect your business. Maintaining efficiencies while keeping costs in line and balancing workloads, disparate systems, and rapidly evolving technologies can seem like a nearly impossible task.

To really take control of today's enterprise-level stresses, customer's need a support partner with the skills, knowledge, and vision to handle their current needs while ensuring they are ready to meet the demands ahead— **which is where we come in.**



Direct Tech-to-Tech Access

Support customer's receive direct access to Lenovo advanced technicians through a dedicated phone line, live chat, and e-ticketing 24x7x365



Single Point of Contact

Premier Support is a single point of contact service, simplifying the support of complex data center environments. Our technicians own the customer's support case end-to-end through resolution.



3rd Party Collaborative Software Support

Premier Support Consultants will perform comprehensive hardware and software problem identification, and collaborate with software vendors on the customer's behalf to provide streamlined support on complex environments.



On-Demand Remote System Analysis

Lenovo creates a system analysis report that summarizes the system compliance compared to the Lenovo "best recipe" for products and solutions to enhance supportability, reduce operational risk, and achieve solution optimization.



Why Attach Lenovo Premier Support?

Lenovo Premier Support enables your customers to focus on what matters most and leave the routine support tasks to the experts. It connects organizations directly with skilled technicians, who provide hardware and software support to remediate issues and keep the systems operating at optimal efficiency.

The unscripted troubleshooting coupled with advanced remote diagnostics enable a higher likelihood of first time fix and fix on phone, thereby reducing downtime and increasing productivity. As a result, users get an enhanced support experience with comprehensive hardware and software support, expert troubleshooting, and reliable onsite support.

Easily Attach Premier Support in [DCSC](#)

Premier Foundation

- Premier Support
- Next Business Day onsite response time for parts and labor
- 3, 4, 5 Yr available plus 1 & 2 Yr Post Warranty

Premier Essential

- Premier Support
- 4 Hr onsite response time for parts and labor
- 3, 4, 5 Yr available plus 1 & 2 Yr Post Warranty
- YourDrive YourData Drive Retention Service included

Premier Advanced

- Premier Support
- 2 Hr onsite response time for parts and labor
- 3, 4, 5 Yr available plus 1 & 2 Yr Post Warranty
- YourDrive YourData Drive Retention Service included

Leverage DCSC to download the catalog of available services part numbers. Customers with an existing Preconfigured Support level (Foundation, Essential, Advanced) in place can add Premier Support via a Lenovo Service Contract (LSCS tool).

After Attach...

When a customer purchases Premier Support, you can deliver the [Premier Support customer support plan](#) to them via email or in person. This includes information on how to contact Premier Support, and how to make the most of their service

You will also need to ensure that either you or your customer [registers the service](#) for proper entitlement. From there, the customer will have everything needed to start leveraging Premier Support.

Additional Resources

- [Premier Support Seller Education Presentation](#)
- [Conquering IT Complexity Whitepaper](#)
- [Premier Support Video](#)
- [Lenovo Data Center Services Agreement](#)

Questions? contact nasrvmkting@lenovo.com or your Lenovo Services Sales Representative

Differentiating Premier Support for the Data Center Group



Features include:	DCG Premier Support	IDG Premier Support
Direct Access to Lenovo Expert Technicians	✓	✓
Dedicated Phone Number	✓	✓
24x7x365 Remote Call Center	✓	✓
Single Point of Contact	✓	✓
End-to-End Case Management	✓	✓
3rd Party Collaborative Software Support	✓	✓
Escalation Management	✓	✓
On-site Response Time for Parts and Labor	NBD, 4 Hr, 2 Hr	NBD
eSupport Online Case Management	✓	✓
Priority Parts and Labor		✓
Lenovo Service Connect*		✓
Technical Account Manager (TAM)/ Customer Success Manager (CSM)**		✓
Global Support	79 Markets 9 Languages	103 Markets 18 Languages



* Lenovo Services Connect: Commercial Portal for install base details, service ticket status and reporting to help identify trends and proactively address issues

** TAM/CSM: Proactive relationship and escalation management, Personalized recommendations for your business, Robust quarterly reporting