

# Lenovo Premier Support Services for the Data Center



## The Data Center is Evolving—Fast

Your business's storage, server and networking needs continue to grow as you adopt increasingly complex technologies. Mission-critical workloads are expected to operate seamlessly across hardware, software, and management while transitioning to the latest technologies.

However, larger more complicated environments mean a higher risk of failure, and a greater need for expertise to stay ahead of any problems that might 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.

In short, your job isn't easy. To really take control of today's enterprise-level stresses, you need a business partner with the skills, knowledge, and vision to handle your current needs while ensuring you're ready to meet the demands ahead.

## A Comprehensive Support Experience

Premier Support Services from Lenovo takes the worry—and the hassle—out of keeping your data center hardware up and running whenever and wherever you need it.

Premiere Support Services is an integral part of optimum data center performance and is:

- **Fast:** Premier Support consultants are skilled in the latest hardware, software, and advanced troubleshooting to help maintain smooth data center operations so that your business-critical systems experience maximized uptime.
- **Direct:** You'll get a worldwide customer service experience, thanks to one-to-one access to the Lenovo Premier Support team of agents 24x7x365 via a dedicated phone, online ticket, or live chat.
- **Simple:** Lenovo Premier Support is a single-point-of-contact support service. We own and manage the support incident from open to closure. We have deep technical partnerships with software vendors to manage the most complex incidents.

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

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### Get the Help You Need, When You Need It

If your systems go down or encounter an error, you need support—immediately. The average critical server outage costs an enterprise between \$300,000 and \$400,000 per hour†. Therefore, every minute you spend engaged with your service provider counts—but how do you ensure you will get the help you need, when you need it?

Lenovo Premier Support offers a simple support engagement process. Call into our dedicated phone line and our team of senior level Premier Support technicians will open a case and prioritize your queries on the spot. That makes getting the right support at the right time easy.

### Reduce Complex Environment Burdens

Data centers are inherently more complex today and require developed skill sets to operate and optimize. New applications and environments are increasing the speed at which your business moves, but ongoing maintenance and management can impede that.

With deep technical partnerships with industry leaders, and years of experience, you can rely on Lenovo Premier consultants to provide superior support for your SAP HANA and HPC workloads.

Additionally, collaborative third-party software support gives you the service coverage needed when working with technology partners in a diverse environment. Problem resolution is accelerated by sharing diagnostic and technical expertise across both Lenovo and Lenovo's technology partners. Lenovo's technology partners include Microsoft, VMware, Red Hat, Nutanix, Cloudera and more.

### Focus on Other Business Priorities

Lenovo Premier Support alleviates the problems encountered to maintaining your data center by using Lenovo certified experts who are dedicated to your business and system success.

You'll not only have your questions answered right away, but in the need for actual service you'll get a guaranteed 24x7 support for select countries and languages, together with a robust distributed parts network and onsite support maintenance.

Not only will you free up your maintenance, management, and employee training resources, you'll be able to work toward what's more important: growing your business and making your own customers happy.

### Choose the Right Service For You

Premier Foundation	Premier Essential	Premier Advanced
Upgrade your base warranty and extend support of your systems. <ul style="list-style-type: none"> <li>● Premier Support</li> <li>● 9x5 Next Business Day Response</li> <li>● Onsite Tech. Dispatch for parts and labor</li> <li>● Extend coverage up to 5 years</li> <li>● 1 and 2 year Post Warranty Options</li> </ul>	Best choice for systems where maximum uptime is essential to the business. <ul style="list-style-type: none"> <li>● Premier Support</li> <li>● 4 Hour or 24 Hours CSR</li> <li>● Onsite Tech. Dispatch for Parts and Labor</li> <li>● Includes YourDrive YourData*</li> <li>● Extend coverage up to 5 years</li> <li>● 1 and 2 year Post Warranty Options</li> </ul>	Robust coverage for systems supporting workloads that are mission critical. <ul style="list-style-type: none"> <li>● Premier Support</li> <li>● 2 Hour or 6 Hours CSR</li> <li>● Onsite Tech. Dispatch for Parts and Labor</li> <li>● Includes YourDrive YourData*</li> <li>● Extend coverage up to 5 years</li> <li>● 1 and 2 year Post Warranty Options</li> </ul>

## About Lenovo

Lenovo (HKSE: 992) (ADR: LNVGY) is a US\$62 billion revenue global technology powerhouse, ranked #171 in the Fortune Global 500, employing 77,000 people around the world, and serving millions of customers every day in 180 markets. Focused on a bold vision to deliver smarter technology for all, Lenovo is expanding into new growth areas of infrastructure, mobile, solutions and services. This transformation is building a more inclusive, trustworthy, and sustainable digital society for everyone, everywhere.

‡ ITIC Global Reliability Study, [lenovopress.com/lp1117](https://lenovopress.com/lp1117).

\* YourDrive YourData (YDYG) includes hard drives designed to operate in hard drive bays, solid state drives designed to operate in hard drive bays, Flash I/O drives as add-on cards. YDYG included for server, optional for storage.

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## For More Information

Contact your Lenovo representative or Business Partner or visit [lenovo.com/systems/services](https://lenovo.com/systems/services) to learn more about what Premier Support can do for you.

