

# Lenovo Premier Support Services for OEM



## The Data Center is Becoming Ever More Complex

Let's face it, staying ahead of—or even keeping up with—the accelerating changes and demands in the data center becomes more challenging with each passing year. Not only do you face increased market costs and larger workloads, you're expected to manage them with decreasing budgets and reduced personnel resources.

That doesn't even consider the constantly increasing demands of end-users—not to mention the stress of 100% up-time expectations, and multiple vendor relationships that seem impossible to keep track of and never quite deliver what they promise.

On the surface, it seems like a no-win situation.

However, there is a way to streamline your day-to-day demands with support from technical experts who can step in and solve your lifecycle management, support, and serviceability needs, and do it quickly and directly.

## Your Support Experience Should Be Simple

Lenovo Premier Support for OEM gives you fast, direct access to a superior global supply chain that you can depend on, no matter your business needs, now or in the future.

Lenovo's customized support and service options are built specifically for the OEM-branded platforms market. It gives you a consistent worldwide customer experience that spans your entire lifecycle experience, by taking advantage of Lenovo's ThinkSystem product expertise.

As your trusted, proven OEM solutions partner, Lenovo enhances your total cost of ownership (TCO). We provide you with rigorous server and manufacturing assembly testing, global support, systems administration, life cycle management, and we assure regulatory compliance.

## Consistent + Global

You'll get a consistent customer experience backed by a worldwide support services team operating in all major markets and territories.

We operate and maintain an international support network to ensure consistency, delivery and accountability, no matter what problems come your way. Lenovo technicians are skilled in hardware, systems management, and advanced troubleshooting, with the technical expertise to solve your most challenging problems whenever—and wherever—you need us.

## Direct

Lenovo offers and manages a worldwide customer service experience from start to finish—connecting you with the right technician to solve even the most wide-ranging problems.

Lenovo

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Data Center  
OEM  
Partner

Authorized

Lenovo

## 2 | Lenovo Premier Support Services for OEM

You'll have immediate access to Lenovo's direct and eSupport assets, as well as our extensive knowledgebase. Our team is available when you need us, 24x7x365 via phone, ticket, or chat. Help is just a call or a click away.

### Expert

Our technicians are highly skilled in hardware support, systems management, and advanced troubleshooting. Either they can handle everything directly, or we can partner with your technical support team to resolve problems commonly associated with OEM-branded products.

### The Right Level of Support for You

Whatever your OEM support needs, we have a solution to help you achieve success in the marketplace.

Support feature	Premier Support Services for OEM
Premier technician access to service the OEM support organization	✓
Multichannel support engagement vis phone, chat, or e-ticket	✓
Worldwide major market and territories coverage, 24x7x365	✓
eSupport access to product knowledge base and community support	✓
Hardware support with onsite part and technician service based on Next Business Day (NBD) and 4-hour service response objectives	✓

Unlike an original design manufacturer (ODM), working with Lenovo OEM is a seamless experience regardless of whether you're a small business, enterprise buyer, cloud customer, or beyond. Our call centers and field service technicians have years of advanced technical skills to make sure your issues are handled correctly to your complete satisfaction.

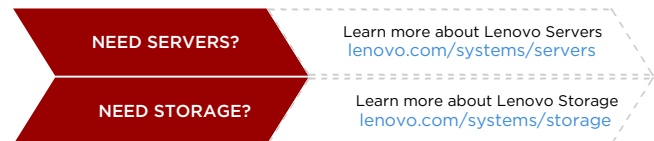
Lenovo's world-class global supply chain underpins our ability to deliver parts and service—on time—aligned with your highest quality standards. It also eliminates the need to maintain a large inventory of spare parts and servers in anticipation of failures.

### Get World-Class Support

To learn more about Lenovo Premier Support for OEM, contact your Lenovo representative, Business Partner, or visit <https://solutions.lenovo.com/have-a-rep-contact-you/>.

### About Lenovo

Lenovo (HKSE: 992) (ADR: LNVGY) is a US\$45 billion Fortune 500 company and a global technology leader in driving Intelligent Transformation. Lenovo's data center solutions (ThinkSystem, ThinkAgile) are creating the capacity and computing power that are changing business and society.



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