

# Lenovo Operational Support Services for Data Centers is Getting an Upgrade with Our New Stackable Portfolio

## Article

At Lenovo, we're always listening to your feedback, and we're excited to announce a range of updates that will soon enhance your support services experience.



## Updates to Data Center Support Services

Starting today, we have implemented the following updates in the [Data Center Solution Configurator \(DCSC\)](#):

- **Simplified nomenclature:** We're streamlining our tiers by replacing Foundation, Essential, and Advanced with new Standard and Premier levels. Additionally, "Your Drive, Your Data" (YDYD) will be renamed to "Keep Your Drive" (KYD) – the same great service, just with a simpler name.
- **Recommendation engine:** We'll be launching a new "Good, Better, Best" recommendation engine, making it easier to choose the support services that best fit your needs.
- **New marketing documents:** We're also updating our marketing documents to make it easier for you to understand our services and the unquestionable benefits they bring to your business.

- **Unified interface:** Our new, streamlined interface will allow you to seamlessly toggle between CTO and part numbers, simplifying your ordering process and experience.
- **Easier, more flexible stackable options for adding Support Services:** We're making it simpler for you to customize your support experience:
  - Need "Keep Your Drive"? First, choose a warranty extension from the "A La Carte" section, then simply add "Keep Your Drive" in the "Add Ons" section to protect your data.
  - Looking for "Committed Service Repair" (CSR)? Select 4-Hour Premier Support from the "A La Carte" section, then add "6-Hour CSR" in the "Add Ons" section for even faster repair times.
- **Legacy part numbers:** If you need a legacy part number, you'll still be able to find it under the "Unconfigured" tab or by downloading the "Services Catalog." However, please note that these older part numbers will be phased out soon.

Looking ahead:

- **Expanded market and language support:** Premier Support for Data Centers will be available in more languages and countries, ensuring more customers can benefit from our top-tier support service!

## For more information

These changes are just the beginning of the improvements we have planned for your data center support experience.

For more information, read our brochure, [Lenovo Operational Support Services for Data Centers](#):

[Download the brochure](#)

For questions or concerns, email [salesconfig@lenovo.com](mailto:salesconfig@lenovo.com) or contact your Lenovo sales representative.

You can also find Lenovo Support Services on the web:  
<https://www.lenovo.com/us/en/services/support-services/>

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