

Lenovo Support Services

Open the door to better outcomes

Premier Support Plus

Your IT teams are stretched with routine maintenance and support workloads and are left with little time for innovation. Recruitment is a challenge, in the face of IT skills shortages.

Supporting the remote workforce at the same time as driving digital transformation is extremely challenging for CIOs and IT teams. Organizations need to adapt to new technologies and practices rapidly.

To learn more about Premier Support Plus visit lenovo.com/premier-support-plus

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Change is coming

Several factors are at play in today's complex digital workplace such as:

- Rapid technology evolution and shortage of skilled IT support professionals
- Overwhelmed IT support teams with high volumes of day-to-day maintenance tasks
- Growing number of devices and platforms to support
- Office, remote and hybrid workplace support needs, as well as flexible hours
- Poor employee experience (EX) impacting employee morale, productivity, and even increasing employee churn

Thrive don't just survive

Digital workplace. Hybrid workplace. Transformed workplace. Whatever label we put on it, keeping your device fleet optimized and your internal customers happy and productive is a huge challenge.

Working remotely or on the road brings specific PC support challenges such as accidental spills, everyday mishaps, and device failure, as well as overcoming problems around user isolation, poor productivity, and inadequate access to support.

Ensuring comprehensive, scalable cover for home-based personnel, those on the road, and international travelers requires considerable resources, expense, and planning.

Complex IT, one simple support solution

From SMB to global enterprise, companies across the globe have to adjust their IT solutions to meet the needs of the post-pandemic world. This includes IT support solutions.

They may have slightly different expectations of what they expect from an external IT support service, but one consistent challenge is how to combat the ever-increasing complexity of the IT environment which requires more resources, knowledge, and manpower than ever before.

Putting a price on employee experience

Improving EX (employee experience) is an area for which more CIO's and IT leaders are taking greater responsibility, often collaborating with human resources.

A recent benchmark study showed that users typically lost around 3 hours of time* when they submitted an IT support ticket. In addition, 22% reported that remote working is not supported enough. That adds up to many lost hours and lots of potential for employee frustration. IT leadership needs to protect internal customers from this dissatisfaction and loss of productivity by ensuring access to a frictionless support solution.

* Global IT Experience Benchmark H1/2022, HappySignals



Add a little Plus to your IT support service

How can you protect employee productivity from mishaps such as a failed battery or hard drive at the same time as you maintain control of your budget and focus on digital transformation? How can you ensure international coverage across the globe? How can you harness the power of AI insights to monitor the health of your device fleet?

You're probably asking many similar questions. Here's one single solution.

Let Premier Support Plus take the strain

We'll do the heavy lifting to relieve the squeeze on your IT teams giving you time to innovate by removing your teams' break/fix burden.

Premier Support Plus removes friction from the user experience by enabling direct access to Lenovo support engineers and building resilience and capacity into your IT function. Users and teams return rapidly to productivity, thereby releasing creativity to drive the business.

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Premier Support Plus at a glance

Premier Support Plus delivers seamless, reliable, and repeatable IT support that works every time, reducing downtime to maximize end user productivity.

FEATURES	Basic Depot Support	Basic Onsite Support	Premier Support	Premier Support Plus
Break / fix support for malfunctions	✓	✓	✓	✓
Advanced technical support available 24 x 7 x 365	X	X	✓	✓
Comprehensive hardware and original equipment manufacturer (OEM) software support[1]	X	X	✓	✓
Single point of contact for simplified end-to-end case management	X	X	✓	✓
Technical Account Managers for escalation management	X	X	✓	✓
Next business day onsite labor & parts prioritization[2]	X	X	✓	✓
Standard reporting available (service level, repeats, in/out warranty, etc.)	X	X	✓	✓
Lenovo Service Connect for asset management, product support, and service case (or request) tracking	X	X	✓	✓
Premier Asset Tag Option for inventory management and Premier contact center information	X	X	✓	✓
Proactive and predictive issue detection, case creation, and notification[3]	X	X	X	✓
Services Engagement Manager (SEM) for proactive asset reporting & relationship management[4]	X	X	X	✓
Accidental Damage Protection (ADP) covers accidents beyond system warranty[2]	X	X	X	✓
Keep Your Drive (KYD) hard drive retention[2]	X	X	X	✓
Sealed Battery (SBTY) coverage for up to 3 years[2]	X	X	X	✓
International Service Entitlement (ISE) extends ADP, KYD, and SBTY coverage internationally	X	X	X	✓
Coverage for consumer products sold to commercial customers	X	X	X	✓

Premier Support Plus in detail

Predict and prevent features combine with additional protection services to provide the ultimate support experience.

Help IT get one step ahead of problems, protect business productivity and promote positive EX with rapid issue resolution and 24/7 access to support engineers.

Premier Support: VIP coverage for both IT staff and end users that boosts productivity with access to elite troubleshooting. Available 24x7x365, leveraging parts priority with NBD response and onsite labor for repairs.[2]

Services Engagement Manager (SEM)[4]: Your designated, Global Lenovo Support expert and customer advocate. They are the single point of contact for service delivery issues, escalations, and asset performance reporting for your organization.

Proactive and Predictive support[3]: AI insights, powered by Lenovo Device Intelligence deliver proactive and predictive alerts that enable pre-emptive issue remediation to avoid downtime and ensure productivity.

Accidental Damage Protection (ADP)[2]: From coffee spills to power surges, ADP typically saves 28-75%* compared with the cost of repair or system replacement.

International Services Entitlement (ISE): Travelling globally for business? No need to worry. ISE extends your ADP, KYD, and SBTY coverage internationally.

Keep your Drive (KYD)[2]: Keep your drive(s) and dispose of business data on your terms, improving data security and ensuring compliance with data privacy and retention requirements.

Sealed Battery cover (SBTY)[2]: Lenovo-certified technicians ensure an effective and efficient battery replacement when needed, which minimizes downtime and contributes to business resilience.

Coverage for consumer products: if a consumer device best fits your needs, then that's no problem. No need to forego Premier Support Plus and you'll receive exactly the same VIP support experience.

* Based on Lenovo historical data



Let's continue the conversation about Premier Support Plus

We'll support you in your quest to achieve positive business outcomes. Open the door to **innovation in your organization** by relieving the pressure on your internal IT team, as Premier Support Plus takes on the break/fix burden with 24/7/365 access to support. You'll leverage highly qualified Lenovo support engineers and **alleviate IT staff shortages**.

Reduce the EX-challenge with our seamless, scalable and dependable Premier Support Plus experience for your internal customers — whether they are at home, in the office and everywhere in between.

Unlock innovation, and boost user efficiency with the right support: Premier Support Plus

To learn more about Premier Support Plus, visit:

www.lenovo.com/premier-support-plus

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(1) OEM software only, level 1 best effort support

(2) The availability and scope of the services may vary from country to country. Dependent on market, parts, and HW availability

(3) Customer authorization and Win10 or Win11 OS required; Component replacements provided on amber alerts, even without diagnostics issue confirmation.

(4) 500-unit minimum

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