



Smarter
technology
for all

Lenovo

Lenovo Support Services

Premier Support Plus

Grow revenue and deepen customer relationships with more than just a support service

World-class support has never been more important to your customers. Mobile working has become the norm, and your customers' employees increasingly work in isolation. Meanwhile, the pressure on executives, IT leaders and their teams to speed up digital transformation has also increased.

Premier Support Plus has a set of features that provide a clear answer to these demands, going beyond the borders of regular break/fix services. With its additional protection services and advanced predict and prevent features, **Premier Support Plus** gives you a sharp competitive edge that enhances your customers' satisfaction, enables you to grow your bottom line, and complements your own capabilities and expertise.

In short, **Premier Support Plus** is more than just a support service: it's a business-growing, profit-enhancing, profile-boosting service that puts you at the center of your customers' IT needs map.

Introducing Premier Support Plus

As IT budgets contract, your customers need to reduce complexity, decrease operational costs, and find ways to increase the efficiency of their in-house IT teams. With Premier Support Plus, your customers get prompt issue resolution and can get on with doing what they do best – and be as productive as possible – with minimal interruptions or downtime because of failing devices. **And they'll love you for it.**

Help your customer experience the Premier difference:

Features	Standard Support	Premier Support	Premier Support Plus
Break/fix support for broken machines	✓	✓	✓
Advanced technical support available 24 x 7 x 365	x	✓	✓
Comprehensive hardware and OEM software support	x	✓	✓
Single point of contact for simplified case management	x	✓	✓
Technical Account Managers for escalation	x	✓	✓
Next business day onsite labor & parts prioritization *	x	✓	✓
Lenovo Services Connect and Premier Asset Tag option	x	✓	✓
Predictive issue detection, case creation, and notification	x	x	✓
SEM for proactive asset reporting & relationship management **	x	x	✓
Sealed Battery coverage for up to 3 years	x	x	✓
International Service Entitlement	x	x	✓
Coverage for non-Think devices	x	x	✓
Accidental Damage Protection	x	x	✓
Keep Your Drive	x	x	✓

* Not available in all markets. ** Services Engagement Manager - 500-unit minimum

A demand-driven business model with a track record of success

IT support services are in high demand as companies transition to digital workplaces. As businesses expand, it becomes increasingly necessary for them to supplement their internal IT capabilities with external support, in order to keep up with the growing demands on their IT teams and ensure optimal productivity and availability for users.

Also, Premier Support has an outstanding record of customer satisfaction, with over 91% of customers indicating they would buy the service again, and 88% of them saying they would recommend the solution to a peer.



67% of businesses report they lack the time to address PC issues adequately ¹



77% of IT staff time is dedicated to support and maintenance. Half of that is just for PCs ¹

Strengthen your position, supplement your own capabilities and reduce operational costs

Premier Support Plus will enable you to demonstrate a more comprehensive package of services to your current and potential customers. It complements your existing support service, opening new opportunities and allowing you to fight for new deals in a more competitive way.

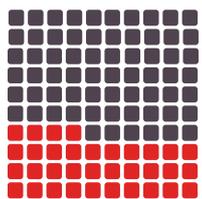
When you leverage Lenovo to provide your customers with a superior support experience, you can say goodbye to the heavy cost and complexity of service delivery operations. Reassess the needs of your business and budget – investing dollars saved in operational infrastructure back into your business – while knowing you and your customers are fully supported by our services team. Premier Support Plus is an easy way to open up new revenue streams. You can boost your profits with a popular service that complements your own capabilities.

Grow your business with a simple and profitable value proposition

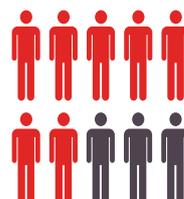
Premier Support Plus is an easy way to open up new revenue streams. You can boost your profits with a popular service that customers get, and in which they recognize value. **Premier Support Plus** has a straightforward value proposition, and customers **understand the impact of its features** in the outcomes of their business.

It's also a straightforward sales process and can be directly attached to devices at their time of purchase or afterwards. That means you can simply add revenue to enhance the value of every deal, and ensure you increase profit margins and rebates.

Premier Support Plus drives greater margins in every deal you make, **increasing your business's revenues** significantly, and embedding loyalty and customer satisfaction into every sale. With always-on support anywhere and direct access to Level 2 technicians that can provide unscripted solutions, Premier Support Plus provides better, faster resolutions. That means happier customers that are more likely to repeat purchases and a **sales force that's free to sell instead of dealing with escalations and frustrated customers**.



Burdened with operational tasks, **sales professionals**, on average, spend only **34%** of their time selling. ³



7 out of 10 customers say they've spent **more** money to do business with a company that delivers great service. ⁴



52% of customers say they have made an additional purchase from a company after a positive customer service experience. ⁵

Tools, incentives and programs to help you win and differentiate

As a trusted partner, you can count on joint marketing initiatives to help you generate demand, and world-class promotional materials. There is also a wide range of tools and incentives to make your life easier - from quoting tools to automated notifications for expiring warranties.

Your business can benefit from training and certification programs that will increase the expertise of your sales teams, equipping them with the knowledge and skills to become subject matter experts and trusted advisors in the field of support solutions. These programs also provide our partners with credentials and certifications that can help you to stand out in the crowded marketplace.

Engage in broader, better conversations around IT support

Premier Support Plus is an essential 'hook' in your customer relationships. It cements your services as an integral part of your customers' IT operations and helps you shift the perception of support services from the standard break/fix transaction toward broader discussions around long-term productivity and employee experience.

We'll be your partner all along the way, working with you, enabling your business to scale sales and market share.

Get started today

Visit the [Lenovo Partner Hub](#) to learn more about **Premier Support Plus**. Or contact your Lenovo channel representative for more information.

1- US SMB Managed Services Survey, Techaisle. 2- TBR, Premium PC Support Customer Satisfaction Research. 3- Sales force: salesforce.com - 15 sales statistics. 4- American Express: Customer Experience report. Lenovo reserves the right to alter product offerings and specifications, at any time, without notice. Lenovo makes every effort to ensure accuracy of information but is not liable or responsible for any editorial, photographic, or typographic errors. Images are for illustration purposes only. For full Lenovo product, service, and warranty specifications, visit www.lenovo.com. Lenovo and the Lenovo logo are trademarks or registered trademarks of Lenovo. Other company, product and service names may be trademarks or service marks of others.

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