

Lenovo DCG Premier Support

Fast Direct Simple

Take the complexity out of supporting today's demanding data center environments.

Worldwide Premier Support services covers Lenovo data center products ranging from ThinkAgile software-defined infrastructure solutions to ThinkSystem servers, storage, and networking.



Let Lenovo's enterprise-class Premier Support service maximize your technology investment. We'll make it easier to keep your data center operations running smoothly so you can focus on meeting strategic business goals.

Features	Base Warranty	Preconfigured	Premier Support
Onsite Support	Yes	Yes	Yes
Onsite Service Delivery	IBM/ASP	IBM	IBM
Onsite Support Response Time	Parts Delivered 9x5 NBD	Foundation, Essential, or Advanced	Foundation, Essential, or Advanced
Remote Support Service Delivery	IBM/ASP	IBM/ASP	Lenovo
Remote Call Center Availability	24x7x365	24x7x365	24x7x365
Dedicated Phone Numbers	-	-	Yes
Direct Tech-to-Tech Access	-	-	Yes
End-to-End Case Management	-	-	Yes
Single Point of Contact	-	-	Yes
3rd Party Software Support	-	-	Yes (3rd party collaborative)
Online Support Tools	Ticket submitted through IBM	Ticket submitted through IBM	Yes – Live Chat & Case Creation through Lenovo eSupport

Lenovo's worldwide Premier Support service includes 24x7 support together with onsite support maintenance. Your Premier Support service includes:

- A remote **Premier Support consultant**, who will:
 - Serve as a single point of contact for comprehensive hardware and software troubleshooting.
 - Own end-to-end case management and problem resolution.
 - Manage Premier call escalations to address high-severity issues or systematic problems.
- **Online case management**, providing a web-enabled form to submit a detailed technical incident report directly to the Premier Support team.
- Collaborative **third-party software support**, providing technology partners with diagnostic information rapid problem resolution.



Base Warranty	<p>9x5 Next Business Day Onsite (CRU/FRU Mix) (CRU Parts Shipped, FRU Onsite Tech Install) 1 Year or 3 Years Coverage Depending on Machine Type</p>
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Upgrades + Extensions	<p style="text-align: center;">Premier Foundation</p> <p>Upgrade your base warranty and extend support of your systems.</p> <ul style="list-style-type: none"> • Premier Support • 9x5 Next Business Day Response • CRU/FRU* Onsite Tech. Install • Extend coverage up to 5 years • 1- and 2-year Post Warranty Options 	<p style="text-align: center;">Premier Essential</p> <p>Choice for systems where maximum uptime is essential to the business.</p> <ul style="list-style-type: none"> • Premier Support • 24x7 4 Hour Response • CRU/FRU* Onsite Tech. Install • Includes YourDrive YourData • Extend coverage up to 5 years • 1- and 2-year Post Warranty Options 	<p style="text-align: center;">Premier Advanced</p> <p>Robust coverage for systems supporting workloads that are mission critical to the business.</p> <ul style="list-style-type: none"> • Premier Support • 24x7 6Hr Committed Repair • CRU/FRU* Onsite Tech. Install • Includes YourDrive YourData • Extend coverage up to 5 years • 1- and 2-year Post Warranty Options
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Recommended Add-On Services	<ul style="list-style-type: none"> • YourDrive YourData • Enterprise Software Support (ESS) • Hardware Installation • Deployment 	<ul style="list-style-type: none"> • Upgrade to 24Hr Committed Repair • Enterprise Software Support (ESS) • Hardware Installation • Deployment 	<ul style="list-style-type: none"> • Enterprise Software Support (ESS) • Hardware Installation • Deployment
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Remember Your Drive Your Data includes non-volatile memory (NVM) in any physical form factor. NVM is a type of computer memory that has the capability to hold saved data even if the power is turned off. Examples of non-volatile memory include flash memory, read-only memory (ROM), ferroelectric RAM, most types of magnetic computer storage devices (e.g. hard disk drives, USB keys, floppy disks, magnetic tape and optical discs). YDYD is included for server, optional for storage.

* CRU: Customer Replaceable Unit (Customer responsibility)
 FRU: Field Replaceable Unit (Lenovo technician responsibility)

