

# Lenovo™

# Services

**Customer Satisfaction**



**Competitive Value**



**Recurring Business**



Customers expect and need Lenovo Services

Improve competitive differentiation & overall Value

Understand ongoing business needs

## Client Services: Warranty Terms & Upgrade Portfolio

<b>Mail in Service</b>	Parts and labor repair where the customer is responsible for shipping (including packaging) or delivery to authorized warranty provider or repair center.
<b>Depot Service</b>	Parts and labor repair coverage where shipping (including packaging) or delivery to the repair center is paid for by Lenovo.
<b>Expedited Depot</b>	Parts and labor coverage with expedited turnaround. Shipping (including packaging) or delivery to the repair center is paid for by Lenovo.
<b>Onsite Service</b>	Parts and labor repair coverage where labor is provided onsite at your place of business. If Lenovo determines your product problem is covered by the product warranty and cannot be resolved over the telephone, a technician will be dispatched to arrive onsite.
<b>Accidental Damage Protection (ADP)</b>	Protection from damage due to drops, accidents under normal use, electrical surges, liquid spills and LCD damage.
<b>Keep Your Drive (KYD)</b>	Cost-effective, convenient and secure way of retaining your drives and confidential data in the unlikely event of a failure.
<b>Sealed Battery Warranty (SBTY)</b>	Provides a one-time replacement in the event a defective or faulty sealed battery fails to meet minimum performance standards.
<b>Priority Support</b>	Advanced level break/fix phone support designed to expedite problem resolution.
<b>Tech Install CRU</b>	Compliments an onsite warranty by offering installation of all replacement parts.
<b>International Warranty Service (IWS)</b>	PC repair coverage for customers who require a critical warranty repair while traveling internationally.

## Tools & Resources

<b>Lenovo Partner Network</b>	<a href="http://www.lenovopartnernetwork.com">www.lenovopartnernetwork.com</a> <a href="http://www.lenovopartnernetwork.com/ca">www.lenovopartnernetwork.com/ca</a>
<b>Topseller Quick Reference Guide</b>	<a href="http://www.lenovopartnernetwork.com/resources/sales-tools/topseller-guide">http://www.lenovopartnernetwork.com/resources/sales-tools/topseller-guide</a>
<b>Smart Find</b>	<a href="http://www.smartfind.lenovo.com">www.smartfind.lenovo.com</a>
<b>Lenovo Quick Pick</b>	<a href="http://Lenovoquickpick.com">Lenovoquickpick.com</a>
<b>Lenovo Solutions Center</b>	<a href="http://www.lenovosc.com/">http://www.lenovosc.com/</a>
<b>Lenovo Services Solutions Center – Ask a Question Tool</b>	<a href="http://www.lenovo.com/ssc">www.lenovo.com/ssc</a>
<b>Warranty Status Lookup</b>	<a href="https://support.lenovo.com/us/en/warrantylookup">https://support.lenovo.com/us/en/warrantylookup</a>
<b>Technical Support</b>	THINK: 1-800-IBM-SERV, IDEA/Lenovo: 1- 877-453- 6686
<b>Services Registration</b>	<a href="mailto:Thinkpls_us@lenovo.com">Thinkpls_us@lenovo.com</a> <a href="mailto:Thinkpls_ca@lenovo.com">Thinkpls_ca@lenovo.com</a>
<b>Lenovo Services Availability Locator</b>	<a href="http://www.lenovolocator.com/">http://www.lenovolocator.com/</a>
<b>4HR Response Activation Link</b>	<a href="http://www.lenovo.com/activation">www.lenovo.com/activation</a>
<b>International Warranty Service (IWS)</b>	<a href="https://support.lenovo.com/us/en/documents/pd004172">https://support.lenovo.com/us/en/documents/pd004172</a> (T's and C's) <a href="https://support.lenovo.com/us/en/iwslookupthink">https://support.lenovo.com/us/en/iwslookupthink</a> (Country Availability)
<b>Lenovo Terms and Conditions</b>	<a href="https://support.lenovo.com/us/en/warrantylookup/warrantypolicy">https://support.lenovo.com/us/en/warrantylookup/warrantypolicy</a>



# Services

## DCG Services Portfolio

Base Warranty	Upgraded Response	Upgraded Response & Coverage Time
1 or 3 year Next Business Day Onsite 9x5	3, 4 or 5 year 4 hour Onsite Response Time 9x5	3, 4 or 5 year 4 hour Onsite Response Time 24x7 2 Hour Onsite Response Time 24x7

### NEW! Levels of Offerings:

- **Parts Delivered Service:** Customer is responsible for replacing CRUs upon receiving them from Lenovo. FRUs are installed by a technician.
- **Technician Installed Parts Service:** All parts are replaced onsite by a technician.

Value Add Services	
<b>Your Drive Your Data</b>	Retain possession of failed hard drives, solid state drives, flash I/O drives, flash memory module (Flash DIMM), and Lenovo Server USB flash keys.
<b>Enterprise Software Support</b>	Comprehensive 24x7 remote phone support for Server Operating Systems (Microsoft, VMware, Red Hat and SUSE), Server applications from Microsoft (SharePoint, Exchange, etc.) along with Hardware "How To" Support (System X Only).
System x Additional Services	
<b>Microcode Service</b>	Analysis of microcode levels across a defined installed base with proactive scheduled updates.
ThinkServer Additional Services	
<b>Enterprise Hardware Support Preferred Access (Priority Support)</b>	Advanced level break/fix phone support designed to expedite problem resolution.

## Tools & Resources

<b>Lenovo Services Availability Locator</b>	<a href="http://www.lenovocator.com/">http://www.lenovocator.com/</a>
<b>2 Hour / 4 Hour Response Activation Link</b>	<a href="http://www.lenovo.com/activation">www.lenovo.com/activation</a>
<b>Lenovo Quick Pick</b>	<a href="http://Lenovoquickpick.com">Lenovoquickpick.com</a>
<b>Lenovo Enterprise Solutions Configurator (LESC)</b>	<a href="https://lesc.lenovo.com/products/hardware/configurator/bhui/launchNI.wss">https://lesc.lenovo.com/products/hardware/configurator/bhui/launchNI.wss</a>
<b>Smart Find (Think Services)</b>	<a href="http://www.smartfind.lenovo.com">www.smartfind.lenovo.com</a>
<b>Lenovo Services Solutions Center – Ask a Question Tool</b>	<a href="http://www.lenovo.com/ssc">www.lenovo.com/ssc</a>
<b>Warranty Status Lookup</b>	<a href="https://support.lenovo.com/us/en/warrantylookup">https://support.lenovo.com/us/en/warrantylookup</a>
<b>Technical Support</b>	1-800-IBM-SERV
<b>Lenovo Terms and Conditions</b>	<a href="https://support.lenovo.com/us/en/warrantylookup/warrantypolicy">https://support.lenovo.com/us/en/warrantylookup/warrantypolicy</a>
<b>International Warranty Service – System X</b>	<a href="https://support.lenovo.com/us/en/documents/gcor-3fbjk2">https://support.lenovo.com/us/en/documents/gcor-3fbjk2</a>