

# Trust the experts to give you the performance edge

## Lenovo Premier Support: Fast, expert technical support and service when you need it most

### AS IT BUDGETS CONTRACT, YOU NEED INCREASED EFFICIENCY FROM YOUR IN-HOUSE IT TEAMS.

Has your IT team ever had to spend time troubleshooting day-to-day hardware and software issues, taking their focus off innovative IT projects that drive your business?

Lenovo Premier Support provides direct access to skilled and experienced Lenovo technicians offering comprehensive hardware and software support. Our expert troubleshooters have the advanced technical know-how and systems knowledge to quickly provide solutions and advice that will keep your hardware and software operating at optimal efficiency.

Plus, a single, consistent point of contact within Lenovo will ensure that your case resolution is professionally managed from start to finish with courteous and consistent communication.

TO LEARN MORE ABOUT LENOVO PREMIER SUPPORT CONTACT YOUR LENOVO SALES REPRESENTATIVE



### KEY FEATURES

- Onshore **advanced technical support**<sup>1</sup>, weekdays from 7am - 8pm (EST)
- **Single point of contact** for simplified end-to-end case management
- **Next business day** onsite labor<sup>2</sup> and parts prioritization
- **Reporting suite** is available quarterly to measure and evaluate service levels and more
- Comprehensive Original Equipment Manufacturer (OEM) **software and hardware support**
- Dedicated **Technical Account Managers** for proactive relationship and escalation management
- **Lenovo Solution Center** with automated system error detection and support case creation

*Lenovo Premier Support is just one of a complete portfolio of Lenovo Services designed to optimize your technology lifecycles, free up your IT team and save you time and money. To learn more, contact your Lenovo Sales Representative.*

<sup>1</sup>Not available in all countries. <sup>2</sup>Onsite Service is available as an upgrade. Post completion of phone-based troubleshooting pre 3 pm local time. Lenovo reserves the right to alter product offerings and specifications at any time, without notice. Lenovo makes every effort to ensure accuracy of all information but is not liable or responsible for any editorial, photographic or typographic errors. All images are for illustration purposes only. For full Lenovo product, service and warranty specifications visit [www.lenovo.com](http://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. © Lenovo 2016. All rights reserved.