

# Lenovo Easy Install

## Service description document

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### Services overview and recap

Each service type of the Easy Install service offering has a corresponding section that further describes features of the applicable service. These services include:

- Easy Install Remote: Remote guidance to customers for unboxing, peripheral & Wi-fi connectivity. Remote execution for 30GB data migration and application load. All services will be delivered remotely during local business hours.
- Easy Install On-Site Plus: On-Site workspace setup, peripheral & network connectivity, application load, 30GB data migration. All services will be delivered during local business hours. Image load is available as add-on to this service.
- Easy Install On-Site Advanced: Service includes all On-Site Plus features, with image load, and 100GB data migration. Service includes extended business hours coverage, up to 10PM local time. Installation after 10 PM local time or weekends is available as part of our 24x7 add-on service.

### Document overview

This document outlines the features for Easy Install Remote, On-Site Plus, and On-Site Advanced services. Together, these services comprise of Lenovo's Easy Install Service offerings. Lenovo's Terms of Service (TOS) can be found at the following location.

### Customer responsibilities

Lenovo Easy Install Services offer your business an easy way to **deploy devices** across your entire organization, **getting technology into the hands of end-users faster and easier.**

- Assign a primary focal point for deployment.
- Providing business and technical information needed to complete the services. Details are required to be provided within five (5) business days of receiving a sales order number.
- Confirm Hardware shipment has been received, and is ready for installation.
- For on-site services, ensure Hardware products are located within the building in which they are to be installed.
- For remote services, ensure hardware products have been delivered to end users.
- Assign a Site Coordinator for each customer site where an onsite service deployment will occur.
- Assign a remote coordinator for each Easy Install Remote service project.
- Ensure all necessary customer resources are available for the duration of the program, including technical contacts.
- Coordinate the scheduling of all necessary resources required for the services.
- Maintain communication to prevent scheduling conflicts.
- Provide at least three (3) business days' notice for rescheduling or canceling service. Customer will be allowed one change request to the scheduled deployment.
- Provide special security clearances or safety training and clothing (steel toe boots, safety goggles, etc.), if required.
- Provide Lenovo with access to customer facilities and systems as needed to provide the services.
- Provide free, safe, and sufficient access to customer's facilities and products, ample working space, and electricity
- Provide secure and stable internet connection.
- Backup all existing data, software, and programs on all affected systems prior-to, and during delivery of services. Lenovo will not be responsible for the restoration of data or reinstallation of any programs after project completion.
- Provide a temporary administrator ID to the Lenovo technician(s) for the purpose of data migration, image load, and/or application load.
- Provide instructions for Image installation: Image location (network location and access) / media, any additional information that may be useful for installation.
- Provide the required password / access for the legacy system from which data needs to be migrated.
- Assume all responsibility for all software licensing requirements.
- Provide permission to the Lenovo technician to accept all licensing agreements on customer's behalf that are a necessary part of the installation process unless directed otherwise by customer in writing.
- Provide technical support for any image load, application load, and data migration performed by the Lenovo technician(s).
- Validate image load, application load, and data migration performed by the Lenovo technician(s) Provide project sign-off upon completion of corresponding services.

## Easy Install remote service

This service offer provides for remote setup of a supported Lenovo product. Remote setup is available to be performed weekdays during normal business hours. Service does not include extended hours, holidays, or weekend installation.

### Services features

- Service delivery during local business hours.
- Remote guidance for workspace setup.
- Leverage remote access tools to execute the following features:
  - Load pre-selected list of applications.
  - Migrate up-to 30GB data.
- Customer Success Manager coverage to ensure successful delivery.

### Description

#### Remote guidance for workspace setup

- Guide Customer on the phone for:
  - Unboxing the devices.
  - Plugging power cords to electrical outlets.
  - Identifying and connecting peripherals.
  - Connecting to wired / wireless home-office network.

#### Device connectivity

- Access customers old and new PCs via Remote Access tools.
- Perform basic domain join through MS Windows native interface.
- Log on to the new product using Customer-provided user ID and password.
- Map network printers to each new product (1 Printer) and print a test page to test connectivity.

#### Application setup

- Leverage Remote Access tools to setup the following applications via internet download:
  - Customer owned Microsoft Office 365 applications: Outlook, PowerPoint, Excel, Word, Teams.
  - Google Chrome Browser, Firefox Browser,
  - Adobe Acrobat Reader, 7-Zip.
- Ensure applications have installed and can be launched after installation.

### Email setup

- Setup one (1) customer email account in Microsoft Outlook as applicable.

### Data migration

- Leverage Remote Access tools to migrate up-to 30GB user data from old PC to new PC. Migration may include:
  - Local device My Documents folder (only).
  - Only one internet browser favorite(s) will be migrated to the new machine similar browser (e.g., Chrome to Chrome).

\* Note: Cookie(s) and password(s) will not be migrated.
- Migrated data does not leave end-user premises, thereby ensuring data safety.

## Easy Install on-site plus service

This service offer provides for the on-site setup of a supported Lenovo product. Service is available to be performed weekdays during normal business hours. Customer supplied image load is available as an add-on purchase. Service does not include extended business hours, holidays, or weekend installation.

### Services features

- Service delivery during local business hours.
- On-Site workspace setup.
- Load pre-selected list of applications.
- Migrate up-to 30GB data.
- Customer Success Manager coverage to ensure successful delivery.
- Add-on Service: Customer supplied image load.

### Description

#### Workspace setup

- Moving new equipment from central location located on-site to the end user desk side;
  - Customer will be responsible for providing moving equipment (e.g., dollies, hand trucks, moving carts, etc.).
  - All equipment will be moved between floors only by elevators.
- Unpack product from shipping boxes and inspect components for any damage or missing components.

- Organize product components and peripherals (e.g., keyboards, power supplies, mice, monitors, docking stations) for deployment.

### Peripheral setup

- Plug all power cords into electrical sources.
- Connect and setup external peripherals to product.
- Keyboard, Mouse, Monitor, local printers, and docking station supported.
- Disconnect the hardware components, network cable, and power cord for customer's old system.

### Network setup

- Wired Connections - Plug Customer-provided, Customer-certified network patch cables into new product (if product contains networking port / card).
- Wireless Connections - Connect to Customer network using Customer supplied Wireless network logon information.

### Device connectivity

- Perform basic domain join through MS Windows native interface.
- Log on to the new product using Customer-provided user ID and password.
- Map network printers to each new product - 1 Printer.
- Print a test page or conduct an agreed upon simple test for functionality.

### Application setup

- Setup the following applications via internet download:
  - Customer owned Microsoft Office 365 applications: Outlook, PowerPoint, Excel, Word, Teams.
  - Google Chrome Browser, Firefox Browser.
  - Adobe Acrobat Reader, 7-Zip.
- Ensure applications have installed and can be launched after installation.

### Data migration

- Migrate up-to 30GB user data from old PC to new PC. Migration may include:
  - Local device My Documents folder (only).
  - Only one internet browser favorite(s) will be migrated to the new machine similar browser (e.g., Chrome to Chrome).
- \* Note: Cookie(s) and password(s) will not be migrated.
- Migrated data does not leave end-user premises, thereby ensuring data safety.

### Post-deployment close-out

- Move all boxes, packaging materials and debris to a customer designated disposal area within the building where the deployment services are provided.
- Properly clean the installation area so it is returned to its original condition.

### Add-on service - customer supplied image load

- Load Customer provided MS Windows 10 image on the new Lenovo device.
- Install the image on the new Lenovo device via media / network details provided by Customer.
- Ensure computer with image / operating system launches successfully after installation.
- Requirements for image load:
  - Customer is responsible for licensing requirements.
  - Customer IT / image owner is expected to be available on-call / on-site if support is required for any image load technical issues.
  - Customer IT owner is responsible for resolving any technical issues that arise during the image load process.
  - Customer IT owner is responsible for providing installation documentation.
  - Customer IT / End user is responsible for validating the image load for each system, after installation is complete.

## Easy Install on-site advanced service

This service offer provides for the on-site setup of a supported Lenovo product. Service is available to be performed weekdays during normal and extended business hours, i.e., up to 10PM local time. 24x7 service is available as an add-on for after 10PM local time or weekend installation. Service does not include local holiday installation.

### Services features

- Service delivery during local and extended business hours, up to 10PM local time.
- On-Site workspace setup.
- Load pre-selected list of applications.
- Migrate up-to 100GB data.
- Customer Supplied Image Load.
- Customer Success Manager coverage to ensure successful delivery.
- Add-on Service: 24x7 service delivery, including weekends.

## Description

### Workspace setup

- Moving new equipment from central location located on-site to the end user desk side:
  - Customer will be responsible for providing moving equipment (e.g., dollies, hand trucks, moving carts, etc.).
  - All equipment will be moved between floors only by elevators.
- Unpack product from shipping boxes and inspect components for any damage or missing components.
- Organize product components and peripherals (e.g., keyboards, power supplies, mice, monitors, docking stations) for deployment.

### Peripheral setup

- Plug all power cords into electrical sources.
- Connect and setup external peripherals to product.
- Keyboard, Mouse, Monitor, local printers, and docking station supported.
- Disconnect the hardware components, network cable, and power cord for customer's old system.

### Network setup

- Wired Connections - Plug Customer-provided, Customer-certified network patch cables into new product (if product contains networking port / card).
- Wireless Connections - Connect to Customer network using Customer supplied Wireless network logon information.

### Add-on service – customer supplied image load

- Load Customer provided MS Windows 10 image on the new Lenovo device.
- Install the image on the new Lenovo device via media / network details provided by Customer.
- Ensure computer with image / OS launches successfully after installation.
- Requirements for image load:
  - Customer is responsible for licensing requirements
  - Customer IT / image owner is expected to be available on-call / on-site if support is required for any image load technical issues.
  - Customer IT owner is responsible for resolving any technical issues that arise during the image load process.
  - Customer IT owner is responsible for providing installation documentation.
  - Customer IT / End user is responsible for validating the image load for each system, after installation is complete.

### Device connectivity

- Perform basic domain join through MS Windows native interface.
- Log on to the new product using Customer-provided user ID and password.
- Map network printers to each new product – 1 Printer.
- Print a test page or conduct an agreed upon simple test for functionality.

### Application setup

- Setup the following applications via internet download:
  - Customer owned Microsoft Office 365 applications: Outlook, PowerPoint, Excel, Word, Teams.
  - Google Chrome Browser, Firefox Browser.
  - Adobe Acrobat Reader, 7-Zip.
- Ensure applications have installed and can be launched after installation.

### Data migration

- Migrate up-to 100GB user data from old PC to new PC. Migration may include:
  - Local device My Documents folder (only).
  - Only one internet browser favorite(s) will be migrated to the new machine similar browser (e.g., Chrome to Chrome).
- \* Note: Cookie(s) and password(s) will not be migrated.
- Migrated data does not leave end-user premises, thereby ensuring data safety.

### Post-deployment close-out

- Move all boxes, packaging materials and debris to a customer designated disposal area within the building where the deployment services are provided.
- Properly clean the installation area so it is returned to its original condition.

### Add-on service – 24x7 service delivery, including weekends

- This service can be delivered 7 days/week, 24 hours/day, 365 days/year.
- Service includes delivery during weekends.
- Service does not include delivery during local holidays.

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