



Lenovo Support Services

Premier Support Plus elevates your IT support experience in education to unprecedented levels

Premier Support Plus

Allow students and teachers to stay focused on teaching and learning by providing best in class accidental damage protection, extended sealed battery protection, international service and much more.

You've invested in Lenovo devices and we'll help you maximize your ROI by protecting them and having Lenovo support engineers available 24/7/365 focused on first time and rapid fix. Premier Support Plus is a 'human-centric' approach to delivering support with the spotlight on customer experience.

We help you monitor the overall health of your device fleet by leveraging AI insights, powered by Lenovo Device Intelligence to deliver proactive and predictive alerts. These insights enable pre-emptive issue remediation to avoid downtime and ensure productivity.

To learn more about Premier Support Plus visit lenovo.com/premier-support-plus

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Premier Support Plus at a glance

Premier Support Plus delivers seamless, reliable, and repeatable IT support that works every time, reducing downtime to maximize end user productivity.

FEATURES	Basic Depot Support	Basic Onsite Support	Premier Support	Premier Support Plus
Break / fix support for broken machines	✓	✓	✓	✓
Advanced technical support available 24 x 7 x 365	X	X	✓	✓
Comprehensive hardware and original equipment manufacturer (OEM) software support ¹	X	X	✓	✓
Single point of contact for simplified end-to-end case management	X	X	✓	✓
Technical Account Managers for escalation management	X	X	✓	✓
Next business day onsite labor & parts prioritization ²	X	X	✓	✓
Standard reporting available (service level, repeats, in/out warranty, etc.)	X	X	✓	✓
Lenovo Service Connect for asset management, product support, and service case (or request) tracking	X	X	✓	✓
Premier Asset Tag Option for inventory management and Premier contact center information	X	X	✓	✓
Proactive and predictive issue detection, case creation, and notification ³	X	X	X	✓
Services Engagement Manager (SEM) for proactive asset reporting & relationship management ⁴	X	X	X	✓
Accidental Damage Protection (ADP) covers accidents beyond system warranty ²	X	X	X	✓
Keep Your Drive (KYD) hard drive retention ²	X	X	X	✓
Sealed Battery (SBTY) coverage for up to 3 years ²	X	X	X	✓
International Service Entitlement (ISE) extends ADP, KYD, and SBTY coverage internationally	X	X	X	✓
Coverage for consumer products sold to commercial customers	X	X	X	✓

To learn more about Premier Support Plus, visit:

www.lenovo.com/premier-support-plus

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(1) OEM software only, level 1 best effort support (2) Dependent on market, parts, and HW availability (3) Customer authorization and Win10 or Win11 OS required; Component replacements provided on amber alerts, even without diagnostics issue confirmation (4) 500-unit minimum

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