

Smart Collaboration Professional Services service descriptions

Customer responsibilities

- Once a service has been purchased, customer is required to submit a request to activate the service on a registration portal
- Assign a primary focal point
- 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
- Attend kick-off call to help define and drive planning
- Ensure site contact readily available for service delivery
- Provide network connectivity and ample connections and bandwidth where appropriate
- Customer will have remote access (VPN or otherwise) and appropriate permissions to create and configure the required accounts where appropriate
- Provide access to the back-end infrastructure (M365, AZURE, TAC, Zoom Mgr., Google Admin etc.), and access to a Customer IT contact who can provide this access where appropriate
- Change all system and network access credentials at the end of services, to prevent further Provider access to systems and networks
- Identify in advance any holidays or non-workdays that may impact the deployment phase of the project
- Have appropriate Pre-Deployment work done, – As agreed to in Kick Off Call and Virtual Room Assessment, i.e., Display's Hung, Electrical Drops, Network Drops & Runs, CAT6a/HDMI Underfloor Cable Runs, Furniture Moved / Installed)
- Lenovo Smart Office Services will reschedule Collaboration Specialists(s) on a best-effort basis once notified of the schedule changes
- Assume all responsibility for network connectivity, performance, and configuration issues
- The Tech collaboration day generally requires five (5) days lead time for scheduling, unless otherwise agreed



Assess

Service features

- Lenovo Expert conducting a comprehensive site survey
- Lenovo Expert works with customer to understand the needs and IT infrastructure
- Assess the infrastructure readiness of each location and room

Descriptions

- Assess the overall IT environment readiness to support the UC hardware and software needs
- Validate entitlement pre performing services
- Dedicated engineer to assess customer environment
- Assess IT environment and infrastructure readiness to support product
- Provide assessment report
- Email conf that service delivered
- Investigate: infrastructure check for readiness
- Report: meticulous documentation on readiness
- Prepare: planned installation guidance + trouble shooting check list
- Discovery Call:
 - Identify stakeholders
 - Determine platform
 - Overview of service to be provided
- Room Tour - 1 hour session:
 - Room size
 - Environmental elements
 - Network assessment tool
 - Network proxy ID
 - Interop requirements
 - Current display assessment
 - Validation of platform
- Assessment report:
 - Upload of photographs of room
 - Overview of results
 - Ideal device and peripheral selection
 - Basic line schematic
 - Basic Bill of Materials
 - Basic cable schedule
 - IT and AV requirements for successful deployment
 - Guide for resource account
 - Signed POE (Proof of Execution)



Design

Service features

- Create design of product requirements
- Carry out a discovery call to prepare for the service delivery
- Design project coordination
- Create a detailed design of meeting space
- Design review presentation

Descriptions

- Provide a dedicated solution architect to design customer's meeting room or collaboration space requirements, including recommended hardware, software, and services, including meeting time and dedicated research and design time
- Categorize customer's meeting rooms or collaboration spaces, identify the required experience for a room or space, and design a blueprint or plan for a room or space
- Provide customer with a blueprint or plan per meeting room type or collaboration space, of all hardware, software and services recommended to support customer's environment
- Review blueprint or plan with customer's representatives
- Create and keep on file a detailed document specific of customer's blueprint or plan to aid future meeting room or collaboration space needs
- Design Review - 1 hour session
- Post assessment report review and Call to answer questions



Project Management

Service features

- Professionally manage the end-to-end project delivery for customers
- Carry out a discovery call to prepare for the service delivery
- Step by step virtual deployment support

Descriptions

Deliverable:

- Conduct a remote kick off call
- Identify stakeholders
- Determine platform
- Overview of service to be provided

Project Coordination:

- Schedule and coordinate
- Complete change request docs
- Identify, escalate, and document issues
- POE (Proof of Execution)
- Lenovo Service PDF
- Provide customer with a plan of action and remediation steps required to support Product in customer's environment when deployment issues or problems arise
- Create a detailed project plan of all aspects of delivery
- POA for remediation steps if a deployment issue arises
- Verify all product functionality
- Create and keep on file a detailed guide and best practice doc specific to customer
- Track and report
- Track and report on prerequisites of training, status of ordering hardware, software and services required for each meeting room and report on delivery of equipment and staffing required for deployment
- Manage day of deploy inc. items checklist, room available and off line, readiness etc.
- Track status of post deployment activities
- Review status report regularly with customers (If Required - Pre-Agreed)



Deploy

Service features

- Virtual deployment of Think Smart collaboration solution
- 2 hours dedicated collaboration specialist technical deployment
- Pre service discovery call to prepare for service delivery
- Configuration within existing IT infrastructure
- Step by step virtual deployment from unboxing to first meeting
- Platforms covered; Microsoft Teams, Google and Zoom

Descriptions

Discovery Call:

- Identify stakeholders
- Determine platform
- Overview of service to be provided

Remote Deployment Coordination:

- Schedule and coordinate
- Complete change request docs
- Identify, escalate and doc issues
- POE (Proof of Execution)

Installation, integration, and Deployment Options:

- Configure Product within customer's IT infrastructure
- Provide customer with private OS installation or custom imaging support and configuration
- Configure all the necessary backend to support Product within customer's environment
- Integrate Product within customer's environment and asset management capabilities
- Optimize Product within customer's infrastructure to support audio, video, and content sharing capabilities
- Verify all Product functionality, including audio, video, and content sharing capabilities, within customer's environment to ensure all functions and features are working and performing properly
- Guide unboxing and physical installation
- Including mount of display and device connectivity
- Creation and verification of resource account
- Lenovo Smart Office out of box experience completion
- Configure into customer infrastructure
- Integrate into Cust environment and asset management
- Optimize with Cust infrastructure to support AV and content share
- Install and integrate management software (TSM etc.)
- 30 days post deploy support
- Design Review - 1 hour session
- Post assessment report review and Call to answer questions



Train

Service features

- Customer device, TSM (TSM ThinkSmart Manger -the Smart Collaboration management device console) and UC training
- Carry out a discovery call to prepare for the service delivery
- Project coordination
- Delivery custom made training for a range of situational and stakeholder options
- Step by step virtual deployment support

Descriptions

- Adoption/Training Options (completely customizable with customer)
- Drop in customized Lenovo Smart Office device training
- All Smart Office devices in public area or conf room with demos
- 60-minute end to end Microsoft Teams/Zoom adoption
- 30-120-minute END USER training
- 30-120-minute Help Desk deep dive on trouble shooting and management
- 30-120 minutes on Power USER 1:1 or 1: few Exec's/VIP/EA's
- Can be re-recorded for customer future use
- General training and documentation
- Allow customers to receive training across multiple days when purchase 2 hours +
- If assess provided, then training specific to customer environment

Training coverage

- Awareness - High level intro and demos
- Executive - Role based
- New User - Microsoft Teams rooms and productivity
- Help Desk - Deployment, troubleshooting and admin



Maintain

Service features

- Hardware Warranty Premier Support with Smart Collaboration Specialist
- First year Maintenance
- 1 year Maintenance Renewal (optional)
- Delivery response to a Maintain support requirement
- Virtual issue resolution and maintained support

Descriptions

- A dedicated engineer to provide maintenance services remotely.
- Provide technical support, troubleshoot, and fix network issues, backend issues, software problems, and related issues for Product to operate properly
- Provide guidance on 3rd-party interoperability and integration
- Provide guidance and best practices specific to the customer's environment and Product manageability
- Provide Customer with guidance on software, on backend upgrades, or on changes and their impact to Product functionality
- Provide Deploy Services for re-deployment of Product upon Customer request
- Provide coverage for Product (deployed across multiple Geography) and coverage valid for one (1) year from the date Customer purchases Maintain Services from Lenovo



Support

Service features

- Hardware Warranty Premier Support
 - Premier Support/Onsite
 - Smart Collaboration Specialist Call Center
- Customer training to monitor through ThinkSmart Manager
- Local AV integrator support if needed
- Virtual issue resolution and maintenance support
- Delivery response to a solution deployment support requirement
- Step by step virtual deployment support

Descriptions

- TS device or Lenovo peripherals (touches a Lenovo computer)
- Initial Email to customer to acknowledge issue
- Troubleshooting of device and meeting issues
- Assist in RMA of effected devices and peripherals
- Re image devices as needed and update
- Post support report and documented remedial steps

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