

Lenovo Services for K-12 Education

End-to-end support enabling limitless inspiration



Smarter
technology
for all

Lenovo



Lifecycle support for lifetime potential

There's no limit to what your students can accomplish with Lenovo technology in their hands — as long as that technology is supported by Lenovo Services.

With most K-12 schools now 1:1 device-enabled, it's an ongoing challenge to integrate, track, manage, protect, and replace all those devices throughout the whole device lifecycle. IT teams with limited budgets need responsive, reliable, flexible support.

Plus, with students learning the importance of safeguarding the environment, many IT teams want to make sustainability a top priority.

Lenovo Services can help.

Our end-to-end support spans the lifecycle of Lenovo systems — from configuration to maintenance to end of life — to help you optimize performance and sustainability. For now, next year, and the future, we're here to help your students achieve their fullest potential.



Configuration services

Launch every device at full speed

Integrating a full fleet of new devices for every new student can seem daunting — but it doesn't have to be. Lenovo configuration services reduce the complexity, saving you time and money while putting ready-to-use devices in students' hands with minimal IT assistance.

Deployment services

Make Lenovo your dedicated project manager. We'll streamline your deployment and installation logistics to free up your IT resources. And to help you with sustainability, we'll even remove all the packing materials.

Asset tagging

Protect your investment — let our team install tamper-proof asset tags that help you deter theft by tracking and identifying valuable devices.

Microsoft Windows Autopilot

We save you time by registering your devices to the Microsoft Windows Autopilot program on your behalf, directly from the factory, so students can use their devices as soon as they're issued.

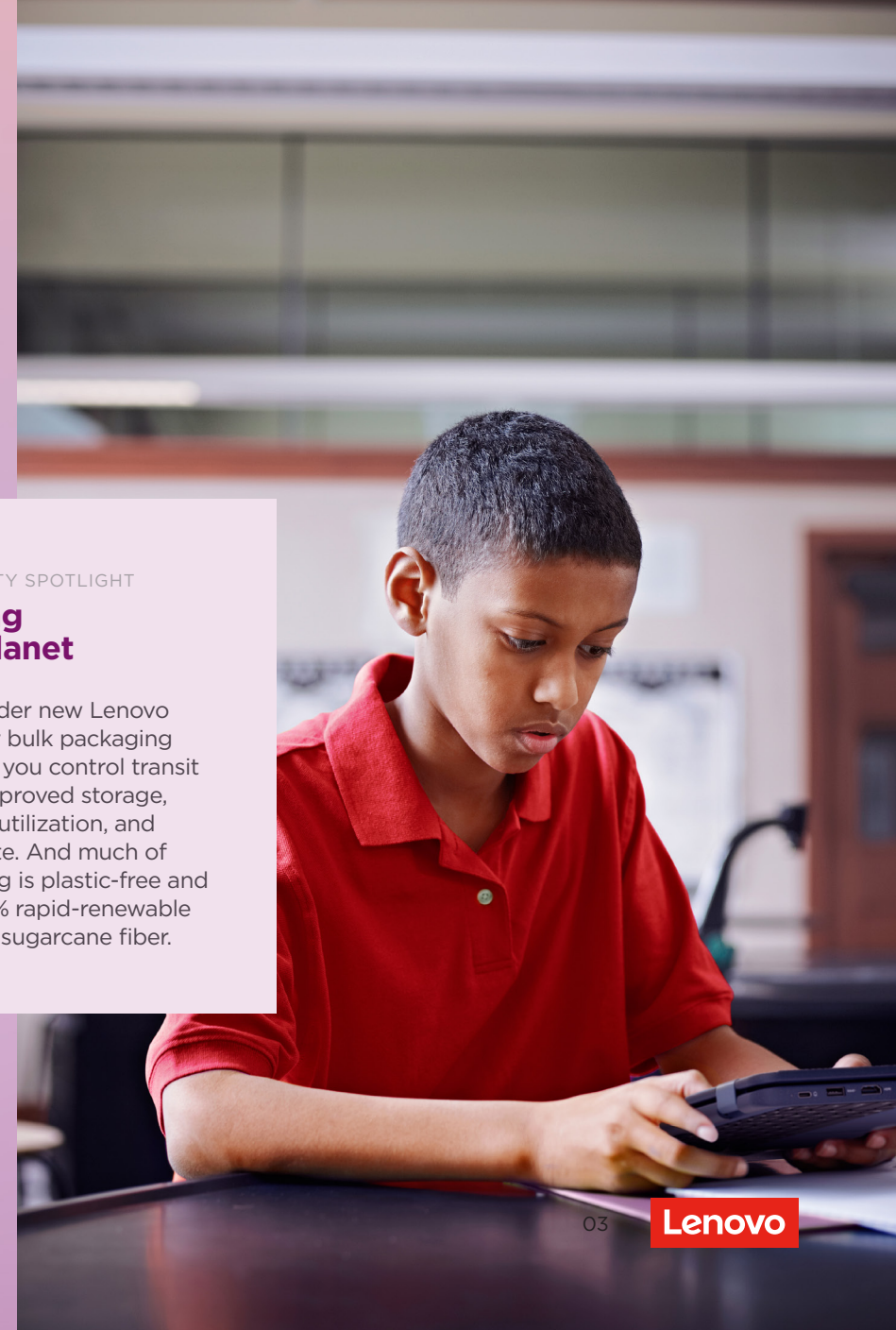
Imaging

Eliminate the hassle of manually loading and configuring devices — and free up your IT team — with custom imaging during the manufacturing process.

SUSTAINABILITY SPOTLIGHT

Packaging for the planet

When you order new Lenovo solutions, our bulk packaging service helps you control transit costs with improved storage, higher pallet utilization, and reduced waste. And much of our packaging is plastic-free and includes 100% rapid-renewable bamboo and sugarcane fiber.



Managed services

Optimize and simplify your IT processes

Lenovo Services takes the stress out of managing your IT so you can be more nimble with your resources, reduce disruptions, and accelerate learning.

Advanced Exchange Services

Reduce lost learning time — and keep devices in the hands of students and educators — with next-business-day replacement devices from our online custom swap shop. Our Advanced Exchange Depot model provides:

- Integrated online ticketing system, 24/7
- Device provisioning
- Phone support 9 a.m.–5 p.m. ET
- Secure, safe, end-of-life asset disposal
- Regularly scheduled damaged device pickup and repairs

Lenovo Premier Support and Premier Support Plus

Lenovo Premier Support manages routine support tasks to let your IT team focus on education. Lenovo Premier Support Plus goes even farther, offering faster issue resolution and preventing IT issues before they become problems.

- 24/7/365 hardware and software support
- Direct access to advanced technicians
- Single point of contact and simplified escalation
- Unscripted solutions through phone, chat, or email
- Next-business-day onsite and parts prioritization
- Proactive and predictive issue detection

Sanitation services

Lenovo Services partners with SmartSource™ to help organizations disinfect equipment, laptops, monitors, and more.



SUSTAINABILITY SPOTLIGHT

Asset Recovery Services (ARS)

When your devices have reached the end of their useful life, Asset Recovery Services helps you dispose of them in an environmentally safe way that secures maximum residual value — while also ensuring that your sensitive data is destroyed. This service includes:

- Detailed reporting
- A web portal for easy submission of pickup requests and tracking
- A single point of contact
- Certification by local laws





Warranty services

Stay protected against the unexpected

Accidents happen — especially when K-12 students handle technology. No matter how durable Lenovo devices are, you'll probably need to repair or replace them at some point. Here's how Lenovo Services can help.



Accidental Damage Protection

Lenovo's Accidental Damage Protection covers operational or structural failure caused by drops, bumps, spills, or electrical surges — repairs that can be very expensive if they're not covered.

Accidental Damage Protection

- Multiple Accidental Damage Protection repairs
- School-Year Term option adds 6 months of coverage

Accidental Damage Protection Basic

- Accidental Damage Repair once every 12 months
- Available exclusively on Education Series Systems
- School-Year Term option adds 6 months of coverage

Accidental Damage Protection One

- One Accidental Damage Repair total for length of coverage
- Available exclusively on Education Series Systems
- School-Year Term option adds 6 months of coverage

Lenovo online data backup

Devices may get damaged or lost, but teachers can protect their educational content securely in the cloud with automatic data backup. For a low fixed-cost, fixed-term investment, this content is stored with enterprise-grade encryption to give your teachers peace of mind that they won't lose their data.

Keep Your Drive

Lenovo's Keep Your Drive service protects your school and district from potential data leaks and security breaches in the event of drive failure. It eliminates the need for tracking failed drives in transit, giving your limited IT staff the time to concentrate on mission-critical activities.

SUSTAINABILITY SPOTLIGHT

Reduce your carbon footprint

We can estimate the value of carbon emissions for Lenovo devices over an average lifecycle and offer an opt-in service that offsets your devices' emissions by supporting verified United Nations, CDM, Gold Standard®, and Climate Action Reserve climate action projects.

Lenovo TruScale DaaS

Keep technology simple with Device as a Service

Lenovo TruScale Device as a Service (DaaS) is a fully managed subscription-based model that gives schools and districts a cost-effective way to offer faculty, staff, and students a complete portfolio of devices and software with built-in security. It lets you:

- **Select from a full catalog of devices** including workstations, laptops, tablets, and phones
- **Simplify technology financing** through our Lenovo Global Financial Services (LGFS) “Flex” finance program
- **Keep devices running smoothly** with Premier Support, Accidental Damage Protection, and warranty extensions
- **Get expert services and automation** that enable user-led deployment and configuration from the cloud



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Technology that's easy for you and empowering for students

It's not enough to support your students, teachers, and staff with the best technology available. Managing that technology has to be stress-free and cost-effective for your school or district, too.

Lenovo Services gives you reliable, flexible, end-to-end support that helps you capture peak performance over the full lifecycle of Lenovo devices, with environmentally friendly measures that work within your budgets.

Partner with Lenovo to keep the inspiration happening — and help your students find their fullest potential. See all the ways Lenovo Services can optimize your IT investment.

Visit www.lenovo.com/K12-Education.

