



# Lenovo Premier Support for OEM

**ADVANCED ENGINEERS.  
END-TO-END CASE MANAGEMENT.  
FASTER, FIRST-TIME RESOLUTIONS.**

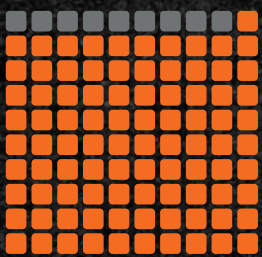
As IT budgets contract, you need increased efficiency from your front line customer help desk teams.

Lenovo's Premier Support for OEM can help shorten your problem resolution time by providing direct access to elite engineers who offer unscripted, advanced troubleshooting for comprehensive hardware and software support.

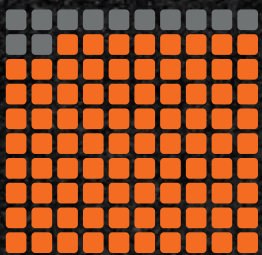
Lenovo's Technical Account Management team is also available for end-to-end case management and escalation assistance.



## How Does Premier Support Measure Up?



**91%** of Premier Support customers indicate they would purchase again



**88%** of Lenovo customers indicate they would recommend Premier Support to a peer

**Smarter  
technology  
for all**

**Lenovo**

## Lenovo Premier Support for OEM includes:



Dedicated OEM Contact Number for Advanced Technical Support Available 24 x 7 x 365 in more than 100 markets



Technical Account Managers for proactive relationship and escalation management



Comprehensive hardware & Lenovo provided software support<sup>1</sup>



Priority on service delivery<sup>2,3</sup> and repair parts<sup>3,4</sup>



Single point of contact for simplified end-to-end case management



Lenovo Service Connect Portal for customized reporting and product support<sup>3,5</sup>

Lenovo Support Overview	Lenovo Premier Support for OEM	Lenovo Onsite Support (Standard)	Lenovo Depot Support (Standard)
Call center support for basic troubleshooting, out-of-the-box support and technical issues	✓	✓	✓
Dedicated OEM Contact Number for Advanced Technical Support Available 24 x 7 x 365	✓		
Warranty claims including parts and labor	Onsite labor <sup>2,3</sup> and parts <sup>3,4</sup> prioritization	Standard SLA	Standard SLA
Comprehensive hardware and Lenovo provided software support <sup>1</sup>	✓		
Single point of contact for simplified end-to-end case management	✓		
Technical Account Managers for proactive relationship and escalation management	✓		
Comprehensive suite of reporting <sup>3,5</sup>	✓		
Lenovo Service Connect portal for install base details, service ticket status and reporting to help identify trends and proactively address issues <sup>3,5</sup>	✓		
Asset Tag option for easy reference to Premier Support call centers around the world <sup>3</sup>	✓		

## Smarter gives You a partner in IT.



Learn more about how Premier Support for OEM can exceed Your expectations. Speak with your Lenovo representative today.

WWServices - PremFlyerOEM - 032321 - CustComm -RL/PS/KS/KB

(1) Support limited to select software applications on a best-effort basis. Does not include how-to or technical assistance for enterprise software applications or custom, industry-specific software. (2) If Lenovo determines the issue is covered by warranty and cannot be resolved over the phone or through a customer replaceable part, repair will be made on-site where service is available. Otherwise, best available service delivery will be used. Calls received after 4:00pm local time will require an additional business day for service dispatch. (3) Not available in all markets. (4) Out of stock parts could delay service delivery. (5) Various levels available. Select criteria apply. Contact your local sales representative for more details.

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