LENOVO
SERVICES GUIDE

Our services back you up and keep you moving forward.

Lenovo™

LENOVO SERVICES GUIDE

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INTRODUCTION

Welcome

This Services Guide (Guide) has been created to provide Lenovo sellers and partners with a comprehensive manual for Lenovo's extensive client services portfolio. This resource will thoroughly equip you for success by supplying a complete arsenal of service information, marketing tools, and talking points. Relevant and useful, it's your everyday go-to guide to confidently selling Lenovo services.

This is an interactive, living document. In other words, throughout the Guide, you'll find links that take you to relevant sections within the document as well as to helpful external resources. Additionally, the Guide will be continually updated as our services evolve, keeping you in the know and ideally prepared for success.

And your success means our success. To that end, we've created this Guide to equip, support, and inspire you.

Why Lenovo

quality | reliability | efficiency | security | support

Lenovo is the only global technology provider offering wrist-to-cloud solutions, including mobile phones, tablets, PCs, and data centers. Because we own our manufacturing facilities around the world, we have greater control over both product quality and supply chain operations. Our scale and manufacturing efficiency enable us to drive the best quality, supply chain security, and manufacturing costs in the industry, which we pass on to the customer.

$43B
global technology company

52K
employees

customers in
160+
countries

226
on the global Fortune 500 list

Lenovo products are in a class all by themselves, and our extensive services portfolio elevates our brand even further. This comprehensive Services Guide equips you to provide support solutions to meet the needs of every customer.

How Services Benefit Your Customer

Lenovo is the reliability leader, but occasionally issues arise. And sometimes your customers may need help tackling their most complex IT projects. Lenovo provides a full suite of flexible services to support any customer scenario. At every level, our services portfolio is designed to provide peace of mind.

Lenovo Services Provide:

• Protection

• Maximized productivity

• Reliable support

• Predictable costs

This Guide will delineate each client service, thoroughly detailing key features, specs, and customer benefits.

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How Selling Services Benefits You

Lenovo is committed to providing support and resources to help you be more successful. Our services portfolio brings end-to-end solutions that span the lifecycles of your customers' devices and systems—from design and deployment to protection and support.

Our Services Help You:

• Build stronger, long-lasting relationships with your customers

• Increase sales

• Augment your own service offerings to customers

• Solve customer pain points

• Maximize your profit margins

This Guide is your exhaustive resource for successfully selling Lenovo services. For each client service, you'll gain an understanding of key features, learn when to sell and how to position services, and find conversation starters to engage the customer.

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CLIENT SERVICES

Client/PCSD Services Portfolio

Services covering Lenovo ThinkPad, ThinkCentre, ThinkStation, and tablets.

| DESIGN | DEPLOY | SUPPORT | PROTECT |

The Lenovo Client/PCSD Services Portfolio brings end-to-end solutions that span the lifecycle of Lenovo customers' PC systems and devices, including ThinkPad, ThinkCentre, ThinkStation, and Lenovo tablets. Our services help customers maintain, protect, support, connect, manage, and eventually dispose of their end-of-life assets in an environmentally sound and cost-effective way. Lenovo offers a comprehensive portfolio of services with a global delivery network that provides a level of service and execution not offered by other companies. Our world-class services and support encompass all Lenovo products and market segments.

This Service Guide includes both tied and non-tied Client services for North America customers. Tied services are linked to specific machines and are categorized by the machine family. Non-tied services are a set of professional services commonly referred to as enterprise services. Non-tied services are not bound to the machine serial number and can be sold across the hardware portfolio.

You will find the Client services portfolio organized into four primary categories: Design, Deploy, Support, and Protect. For the specific services within each category, the Guide describes key features, customer benefits, and partner benefits, as well as provides sales tools to support your success.

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DESIGN

Every organization strives to work efficiently and effectively—all while maintaining a stringent budget. Lenovo's Design Services help customers optimize their hardware and software setups, maximizing each and every process within their workflow. Lenovo's Design Services Portfolio includes Whiteboard Session and Windows 10 Transition Services.

Whiteboard Session

A Whiteboard Session is an in-depth workshop to find cost and time savings. This consultative session is a thorough study into a customer's current PC deployment solution with a full end-to-end internal process flow review. The intent is to uncover how your customer's deployment practices can be optimized and streamlined to best support his or her business objectives.

Contact your Lenovo sales rep for more information on this service.

Key Features & Specs

Working alongside the customer, our highly experienced Lenovo technical consultants look for gaps impacting costs and/or efficiencies, with special focus on:

• End-to-end internal process flows.
• Provisioning and deployment scenarios.
• Functional requirements.
• Image management.

When held onsite, the Whiteboard Session typically takes three to four hours. If conducted virtually, the session is divided into two sessions. Each Whiteboard Session is unique to the customer's environment and is led by Lenovo Services Solution Specialist with the support of our Lenovo Transition Services Team and Image Technology Center. The report is assembled by this team and includes issues, concerns, gaps, or needs discovered during the session. Lenovo's deep-dive summary will provide a recommended future PC deployment solution based on the unique capabilities and infrastructure of your customer's organization, along with Lenovo's automation capabilities and industry-best practices. Examples of objectives addressed during a Whiteboard Sessions include:

– *Global Standardization:* Standardized provisioning regardless of geography or route to market.
– *Labor/Skills Reduction:* Reduction or elimination of needed labor to provision a device, plus the reduction of skills and time needed to provision a device.
– *Time Reduction:* The Lenovo deployment solution automates the provisioning process and reduces the deskside time to provision a device.
– *Financial Savings:* The Lenovo deployment solution focuses on reducing the lifecycle costs of the device without shifting cost burdens to other areas of the customer's business.

Customer Benefits

- Customers discover how their deployment practices can be optimized and streamlined to best support their business objectives.
- Customers receive a customized solution report that maps out their current imaging processes and deployment workflows and recommends ways of creating a more efficient workflow, leveraging automation with associated cost assumptions.

Who should attend this session?

- Executive sponsor
- Deployment team representative
- Image creation team representative
- End-user satisfaction representative
- Desktop experience representative
- Infrastructure—AD/PC management representative

When to Sell/How to Position

- This session is for customers who face excessive and inconvenient disruption while going through a transition.
- A free service for qualifying customers who are unaware of their exact deployment practices and how those can be improved to better their business.
- For customers with costly deployment practices.
- To have a Whiteboard Session, customers must be approved by the Lenovo technical team that manages this service, and sessions may require a minimum quantity of seats.

Conversation Starters

- Do you understand the flow of your PC deployment process?
- Can you identify deployment process gaps that are causing inefficiencies and unnecessary costs in operations?
- Do you understand to what extent your organization's business objectives align with your future deployment practices?

Windows 10 Transition Services

Windows 10 was created for easier upgrades—it's built right into the OS. That same upgrade, however, scaled across hundreds of users, can still bring unprecedented challenges to a customer's IT staff. Lenovo Services will simplify the challenges in bringing Windows 10 to new or existing devices with automated In-Place Migration tools and our vast experience.

Key Features & Specs

- *Discovery:* Lenovo will assess the customer's current technology needs, what's being used, and what might cause conflicts, as well as manage potential web app/browser conflicts with an automated testing system, so customer techs don't have to do time-consuming manual tests.
- *Readiness/Remediation:* Lenovo will uncover any issues with application compatibility and work with customer to determine if application needs upgrading, patching, retiring, replacement, or retaining. This service assesses any vulnerabilities in security and implements pre-built patches for software that is retained.
- *Configuration:* Lenovo will design a deployment plan that brings Windows 10 to new and existing devices, managing technical imaging needs and business challenges along the way to complement and enhance the Windows 10 experience.
- *Deployment:* No matter which path a customer chooses to deploy new systems, including manual resources, automation, or a hybrid of the two, Lenovo's expertise will help minimize disruption while maximizing post-upgrade productivity.

In-Place Migration

Lenovo In-Place Migration (IPM) is an automated provisioning and migration process that can be initiated by an end user and delivered securely from Lenovo Cloud Deploy. IPM provides flexibility for users to migrate to Windows 10 when they decide, without being restricted by IT schedules.

Key Features & Specs

• Eliminates the pain points of and ensures a fast, consistent, successful transition to Windows 10.

• 30-40% lower migration costs

• 50% faster migration

• Lower risk and more consistent results

• Minimizes employee downtime and disruption

• Supports customer's global workforce with an automated and simplified migration process

Three components of IPM

1. *Windows 10 Image/Preload:* Base Windows 10 image is customized with required applications either created by Lenovo or provided by the customer.

  • Appropriate hardware drivers and utilities are added to the base image, as requested by customer.

  • Enables a hardware-agnostic solution supporting different device types that need to be migrated in the customer's environment.

2. *Lenovo Automation:* Automates data migration, base image installation, and post image provisioning tasks required for the Windows 10 system setup.

  • Automates user settings, application settings, and data migration process to support data transfer via USB or in-place process where available.

  • Automates switch from Legacy BIOS to UEFI/32bit to 64bit.

  • Automates post-imaging provisioning tasks through a custom menu wizard based on end-user input.

3. *Lenovo Cloud Deploy:* Users can securely download and execute the Lenovo In-Place Migration solution directly from the Lenovo Cloud Deploy infrastructure.

- Transfer speeds limited only by user download and write speeds.
- Avoid unneeded shipping costs to central IT by enabling the end user to perform the migration.
- Accessible worldwide to support a global, mobile workforce.
- Provides an alternative to expensive distribution points or technician-driven processes.

Take control of your Windows 10 migration
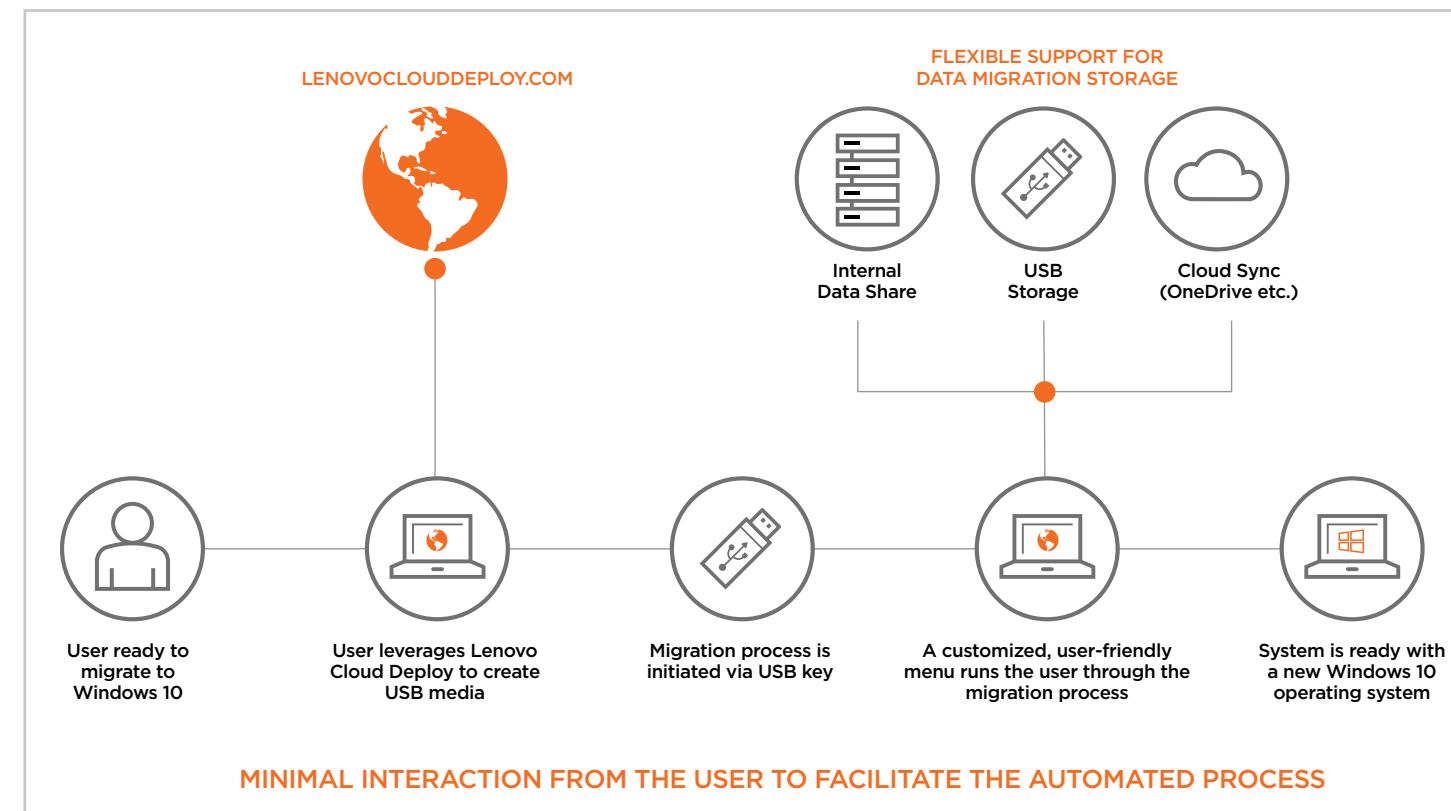
LENOVOCLOUDDEPLOY.COM

FLEXIBLE SUPPORT FOR DATA MIGRATION STORAGE

Internal Data Share   **USB Storage**   **Cloud Sync (OneDrive etc.)**

User ready to migrate to Windows 10

User leverages Lenovo Cloud Deploy to create USB media

Migration process is initiated via USB key

A customized, user-friendly menu runs the user through the migration process

System is ready with a new Windows 10 operating system

MINIMAL INTERACTION FROM THE USER TO FACILITATE THE AUTOMATED PROCESS

Transition Portfolio

Our Transition Portfolio Up Close

Readiness	Configuration	Deployment
Application Discovery • Assess what's being used and what might cause conflicts. • Manage potential web app/browser conflicts. **Application Remediation** • Identify new compatible application solutions.	**Custom Image Build & Load** • Image build, load, and test at the factory. **Provision-ready Preload** • Start with a clean image and then add in customer provisioning. **Provisioning Package Build & Load** • Our experts can prebuild and load customer provisioning package before it is shipped. **Advanced Deployment Solutions** • Zero-touch, user self-install. • Advanced user/security duties from AD integration to peripheral setup.	**Managed Hardware Install** • Unload, unpack, install, test. **Managed OS Migration Scheduling & PM** • Plan, backup, upgrade, restore. **Communication Planning** • Keep users and stakeholders educated and informed. **End-user Training** • Reduce time to task on new devices and apps. **Asset Recovery Service** • Securely dispose of end-of-life assets, no matter the brand. • Value recovery for assets not ready for disposal.

Windows 10 Application Rationalization and Readiness Services

During this process, we'll uncover any issues with application compatibility and work with your customer to determine if the application needs upgrading, patching, retiring, replacing, or retaining. We also assess any vulnerabilities in security and implement pre-built patches for software that is retained.
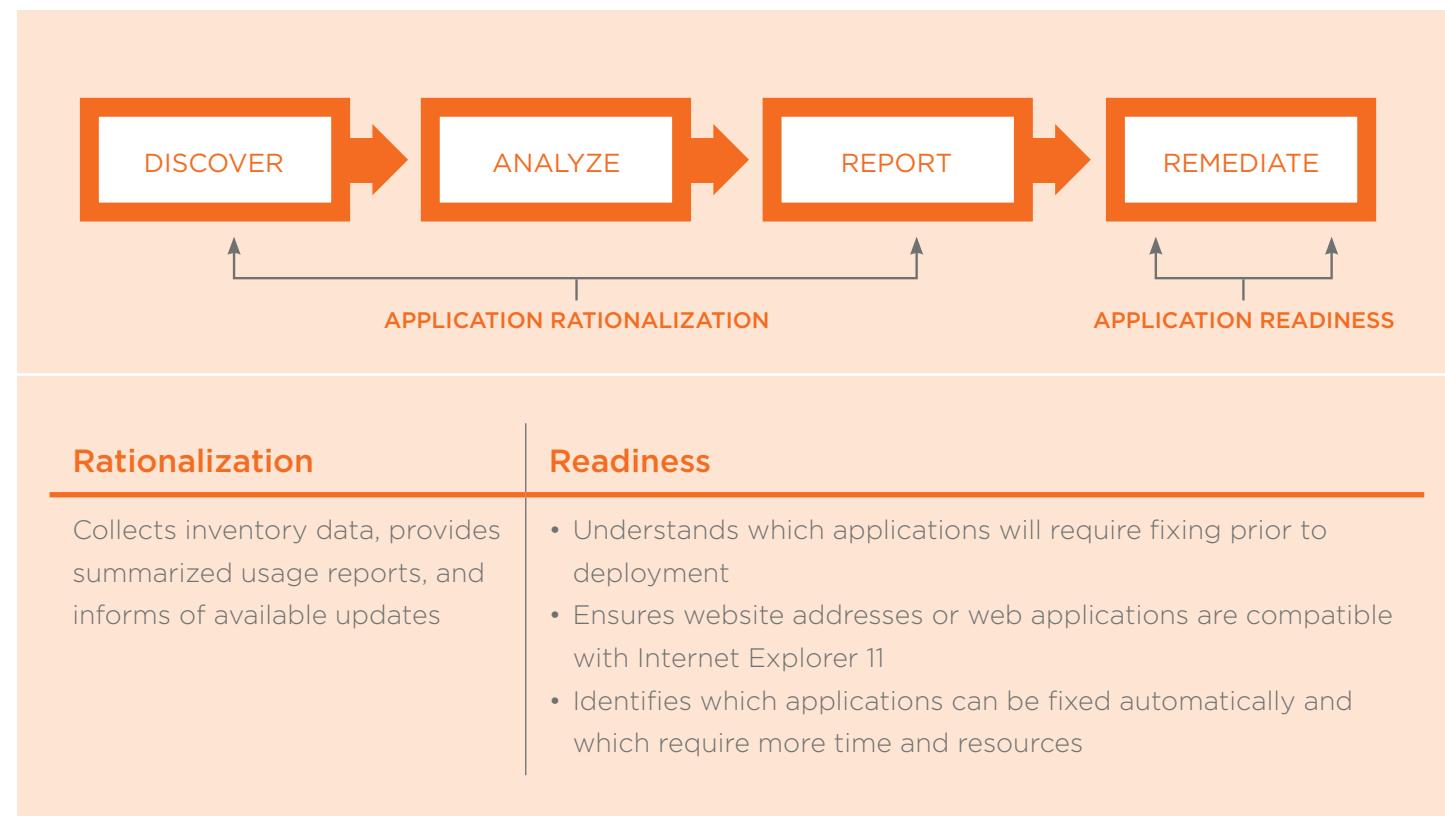
| DISCOVER | → | ANALYZE | → | REPORT | → | REMEDIATE |

APPLICATION RATIONALIZATION   **APPLICATION READINESS**

Rationalization	**Readiness**
Collects inventory data, provides summarized usage reports, and informs of available updates	• Understands which applications will require fixing prior to deployment • Ensures website addresses or web applications are compatible with Internet Explorer 11 • Identifies which applications can be fixed automatically and which require more time and resources

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Customer Benefits

- *Managed OS Migration Scheduling and Project Management:* A project manager ensures the migration to the new OS and associated applications goes as planned and keeps all key stakeholders educated and informed.
- Minimizes the cost and disruption of the upgrade with speed and efficiency.
- Makes easy work of a customer's biggest migration challenge.
- Ensures the customer experiences end-to-end support from application readiness and remediation to final end-user training on Windows 10.

Partner Benefits

- Continued insight into customer infrastructure and needs.
- Proactively helps customer move to Windows 10 as a value add.
- Lenovo services add high value to your portfolio.
- High margin on Lenovo services.

When to Sell/How to Position

- Any mid-size or large organization planning to upgrade to Windows 10.
- Organizations for which lack of proven app compatibility with Windows 10 is a major concern.
- Customers concerned that their current systems would suddenly be incompatible.
- Customers who lack the experienced IT staff/resources to do the work and are responsible for ensuring "no interruptions" in business.

Conversation Starters

- When and how do you plan to migrate to Windows 10?
- When was the last time you did a migration? How did it go?
- Do you have the resources to tackle the migration?
- What is your biggest challenge to upgrading?

Design Conversation Starters

- Do you understand the end-to-end flow of your PC deployment process—not just your part of the deployment? (Whiteboard Session)
- Can you identify deployment process gaps that are causing inefficiencies and unnecessary costs in operations? (Whiteboard Session)
- Do you understand to what extent your organization's business objectives align with your future deployment practices? (Whiteboard Session)
- When and how do you plan to migrate to Windows 10? (Windows 10 Transition Services)
- When was the last time you did a migration? How did it go? (Windows 10 Transition Services)
- Do you have the resources to tackle the migration to Windows 10? (Windows 10 Transition Services)
- What is your biggest challenge to upgrading? (Windows 10 Transition Services)

DEPLOY

Lenovo Deployment Services offer your customers a reliable single-source solution to greatly lower deployment time and costs and significantly improve IT standardization—all while reducing technician touch time and solution complexity. Lenovo Deployment Services include Deployment Automation Services; Factory Services; Install, Move, and Change (IMAC); and Managed Services.

Deployment Automation Services

Deployment Automation Services give your customer the ability to automate manual deployment tasks required to configure a PC for the end user. Examples can include domain authentication/joining, user data migration during deployment, computer renaming, etc. Lenovo Deployment Automation Services include Smart Image, Advanced Deployment Services, and First Boot Services.

Smart Image

Lenovo's Smart Image Service ensures compatibility across multiple Lenovo-based hardware platforms, enabling hardware independence and eliminating the need to manage multiple images. The Imaging Technology Center (ITC) will take a customer-supplied image or a standard image creation solution and add hardware support for multiple currently-shipping Lenovo hardware models.

Key Features & Specs
• Combines Lenovo hardware and the customer- or Lenovo-created image into a single dynamic solution.
• Compatible with Think-branded products.
• Available worldwide.

Contact your Lenovo sales rep for more information on this service.

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Advanced Deployment Services

After an image is restored to a system, a great deal of technician time is typically required to complete configuration. Lenovo's Advanced Deployment Services (ADS) is a customizable installation wizard that intuitively automates the PC deployment process from within the image.

Contact your Lenovo sales rep for more information on this service.

Key Features & Specs

- By automating deskside configuration and data migration within the image preload at manufacturing, ADS can reduce technician touch time to a few minutes or zero.
- Customers can supply their own images, or Lenovo's Imaging Technology Center (ITC) can develop.
- Customization is on a per-user/system basis.
- A solution with ADS integration can be provided in a recovery partition.
- End-user-based final deployment/configuration is achievable.
- Compatible with Think-branded products.
- Available worldwide.
- Examples of things that can be automated:

  – Joining domains/active organizational units
  – Creating user accounts
  – Configuring email accounts
  – Multiple language support
  – Installing applications by group or picklist
  – Installing applications based on detected hardware
  – Setting up network printers
  – Configuring regional settings (time zone, currency, input language)

  – Configuring network settings for different sites (DNS, subnets)
  – Automating configuration based on system BIOS Data and Network Queries
  – Rescue and recovery initial backup after final configuration
  – Data migration/system migration assistant
  – Access connections profile deployment
  – BitLocker/Utimaco automated encryption
  – SMS integration

First Boot Services

Lenovo's First Boot Services (FBS) can streamline the process of creating and loading any image type. Because the process of creating and loading an image includes tasks that must be completed before a technician or end user can use a PC, FBS pulls all that work into Lenovo manufacturing.

Key Features & Specs

• The ability to boot a customer's image in manufacturing and have it execute deployment steps that do not require network access and manual intervention.

• Compatible with Think-branded products.

• Available worldwide.

First Boot Services Examples:

• Microsoft® Sysprep

• Anti-virus software

• SCCM software

• Additional common applications

• Drive encryption

Time savings using First Boot Services

(Examples shown; times may vary based on customer.)

Deployment Function	Required Deployment Time	Deployment without Lenovo's Manufacturing Image Load or First Boot Services	Deployment with Lenovo's Manufacturing Image Load	Deployment with Lenovo's Manufacturing Image Load and Lenovo's First Boot Services	Deployment with Lenovo's Manufacturing Image Load, First Boot Services, and Automated Deployment
Image Load to Disk Drive	30 Minutes	DESKSIDE ENGINEER	MANUFACTURING		
Run Microsoft SysPrep Process	5 Minutes		FIRST BOOT SERVICES		
Install Antivirus Software	5 Minutes				
Install LANDesk/SCCM Software	5 Minutes				
Install Additional Common Applications	5 Minutes				
Install Drivers	20 Minutes		DESKSIDE ENGINEER		
Encrypt Drive	120 Minutes				
Join Domain	5 Minutes				
Install Specific Applications	40 Minutes			DESKSIDE ENGINEER	USER SELF INSTALL
Restart System for End-user Use	2 Minutes				ADVANCED DEPLOYMENT SERVICES
Migrate Data and Settings	60 Minutes				
Total Deskside Engineer Deployment Time		297 Minutes	267 Minutes	107 Minutes	0 Minutes
Deployment Time Savings*		0 Minutes	30 Minutes	190 Minutes	297 Minutes
*This time-savings example varies by customer depending on their solution.			Good	Better	Best

Customer Benefits

- Save valuable resources and costs in the initial deployment process.
- By executing these tasks within Lenovo manufacturing, customer realizes savings of 20 minutes to in excess of one hour of deployment time per PC.
- Consistency across devices for drivers, patches, etc., and fewer people downloading updates at different times that lead to inconsistencies.

Partner Benefits

- Lenovo services add high value to your portfolio.
- High margin on Lenovo services.
- Eliminates need to have someone open and touch every system for image load.

When to Sell/How to Position

- Available for any size customer; will offer the most cost savings for customers ordering more than 99 Think PC devices.
- Customers who use common applications and want all employees to be consistent.

Conversation Starters

- Does your IT staff complete final PC configuration steps after the initial setup process is complete?
- About how long does it take your IT staff to boot each new PC and customize it for your environment and users?
- Do you have other, more strategic tasks that can better utilize your IT staff time if you could shift your unattended first boot tasks into manufacturing?
- Would you like to learn how you can save significant time and resources (from 20 minutes to in excess of 1 hour of deployment time per PC) by executing these tasks within Lenovo manufacturing, which can translate into cost savings of $50,000 to $120,000 for a typical deployment of 1,000 PCs?

Cloud Deploy

Cloud Deploy is a practical way for customers to manage risk and recovery through three services: Quick Image, Cloud Recovery, and Image Management. Cloud Deploy solutions provide the optimal restore, deploy, and recover experience.

ITC Security Flyer

Contact your Lenovo sales rep for more information on this service.

When to Sell/How to Position
- Remind your customer of the administrative time and effort required to update images on existing computers and deploy new computers with currently used images.
- Cloud Recovery customers can create and load images with the help of ITC engineers.
- Ideal for customers with over 4,000 seats.

Best practice is to present Cloud Recovery alongside Advanced Deployment Services to restore the user-specific apps, Online Data Backup to recover user-specific data, and Onsite Service to get failed hardware replaced as quickly as possible.

Conversation Starters
- Are you looking for best practices and insights to solve the risks associated with failing hardware or software?
- What is your process for managing updates to your images?
- How does IT currently manage images, and across how many devices/models?

Quick Image

Quick Image provides access to Lenovo's secure Cloud Deployment web portal, where your customer can upload a custom or Lenovo-created image. Lenovo validates the image to ensure compatibility with the customer's hardware, then places it in the cloud portal for approval. Once approved, Lenovo releases the image to manufacturing, where it is loaded onto the customer's new systems before shipping.

Quick Image Customer Benefits
- No need to ship custom images back and forth on a USB or other media.

Cloud Recovery

Cloud Recovery allows your customer to store a custom image in the Lenovo cloud, ready to be accessed via secure credentials by mobile users anywhere, anytime. Users can easily recover from hard drive or software failure without assistance from IT. When Cloud Recovery is combined with our ADS Advanced Deployment self-install wizard, Onsite Service, and Online Data Backup, the end user can expect a full recovery in the event of a hardware or software failure—without an IT resource, without shipping hardware back and forth, and without any significant downtime. For example, when a remote executive loses use of his/her system because of a hardware or software failure, he/she would contact onsite services to deliver a new hard drive and install it. Then the executive would:

• Recover the custom image directly from the Lenovo-secure and reliable cloud, hosted by Amazon, and download it in minutes.

• Finish the provisioning process by loading his/her specific applications and settings with the simple online ADS wizard, which just asks a few simple questions.

• Retrieve personal data from the secure OLDB cloud without assistance from a technician.

CLOUD RECOVERY BENEFITS

WORLDWIDE AVAILABILITY   IT STAFF UTILIZATION   OPTIMAL EXPERIENCE   REDUCES DOWNTIME   AVOIDS UNNEEDED SHIPPING COSTS
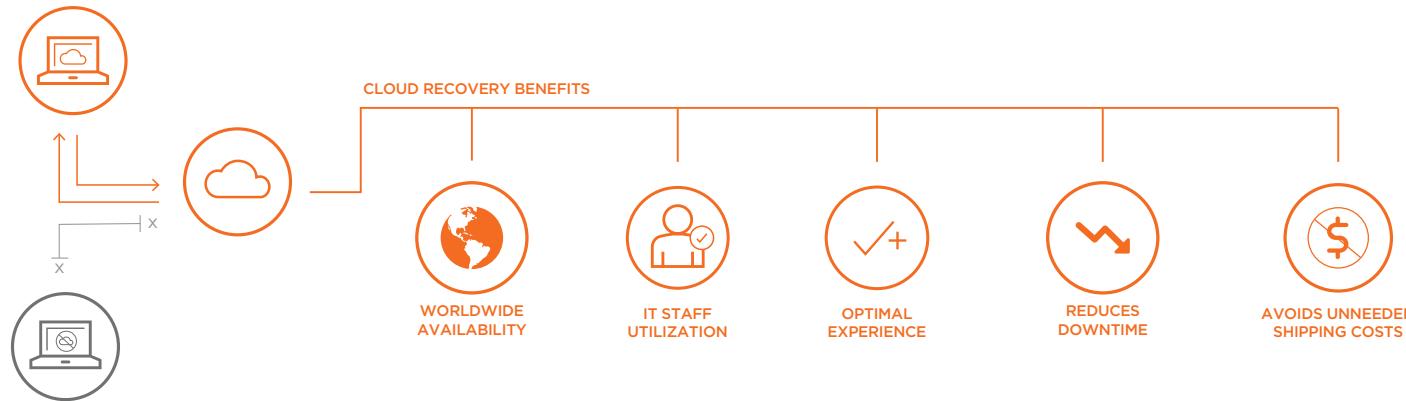
Cloud Recovery Customer Benefits

• Reduces downtime; no need to dispatch a tech to reinstall a custom image.

• Avoids unneeded shipping costs.

• Enables greater IT staff utilization to focus on other key projects.

• Is accessible worldwide.

Image Management

The Lenovo ITC will proactively manage and update a customer's custom image on a quarterly basis. Management includes: installation of OS hotfixes; updates to installed apps; any non-scripted OS or app customizations; additions or updates to full driver sets (up to four models); driver refresh for existing hardware models; and individual driver updates to fix problems.

Image Management Customer Benefits

• Removes the burden of ongoing image development and management.

• Decreases hardware deployment time and costs.

• Provides proactive quarterly image updates on a subscription-based cost model.

Factory Services

Lenovo's Factory Services allow customers to leverage the scope and scale of Lenovo's manufacturing capabilities to tailor their systems to their unique specifications, including applying asset tags, creating and loading a custom image, creating and including customized documents in the shipping box, encrypting drives, and performing BIOS customization. Making our factory line your customer's factory line saves time on tasks otherwise done after the systems arrive onsite. Performing this function at time of manufacturing (first stage) saves significant time and expense compared to applying customizations at a staging facility or in-house. Factory integration provides consistency and reduces time required to deploy new systems.

Factory Services include:

- Imaging Services
- Encryption
- Drop-in-the-Box
- Custom BIOS and Intel® vPro™
- Asset Tagging
- Laser Etching

Imaging Services

Since 1996, our skilled solution architects have been successfully developing imaging strategy, creating a globally standardized Custom Imaging Process. Our Imaging Technology Center experts have over 200 years of combined imaging experience, and Lenovo is proud to create a direct engineer-to-customer relationship for the scope of the project.

Key Features & Specs (4 levels: RTP, No Test, Standard, and Advanced)

- *Ready to Provision (RTP) [Also known as a Clean Image]:* Custom preload as part of our Business Ready Preload family and includes only the operating system and essential drivers.
    - Reduced inbox apps (approximately 25 removed)
    - No third-party software
    - More efficient with INF-only drivers

- *No Test:* Customers supply their image, and Lenovo loads it in manufacturing as is.
- *Standard Image Load:* Our manufacturing facility can automatically load your customers' certified images on their hardware during manufacturing. Lenovo will verify the image to ensure that it will deploy properly in manufacturing without issues. Standard Image Load includes Image Validation, Image Migration, and Image Creation.
  - Image Validation—With more than 150 tests, Lenovo has a complete test environment to verify that your customers' images are ready for deployment.
  - Image Migration to New Operating Systems and New Hardware Platforms—This includes, but is not limited to, performing complete minor updates/modifications, based on schedule, events, or periodic requests, and loading supplied applications, scripts, supplied Sysprep changes, and driver changes. Updates also migrate images for non-Lenovo platforms. Excludes Lenovo scripting.
  - Image Creation—Customers supply the operating system install source files to be loaded during manufacturing. Images can also be created from a Lenovo preload.
- *Advanced Imaging—Includes Smart Image, First Boot Services, ADS:*
  - Smart Image—Combines Lenovo hardware and the customer- or Lenovo-created image into a single dynamic solution.
  - First Boot Services—The ability to boot a customer's image in manufacturing and have it execute deployment steps that do not require network access and manual intervention.
  - Advanced Deployment Services (ADS)—A customizable installation wizard that intuitively automates the PC deployment process from within the image.
- Compatible with all systems, even non-Lenovo.

Customer Benefits

- Reduces technician and deployment time.
- Offers customers a reliable single-source solution and saves time and expense.
- May help avoid second-stage services (which saves shipping, time, and money).
- Can provide a significant ROI.

Partner Benefits

• Lenovo services add high value to your portfolio.

• High margin on Lenovo services.

• Don't have to touch every box for image load.

• All burden is on Lenovo if something is wrong with image and needs fixing, eliminating worry.

When to Sell/How to Position

• Available worldwide to any customer ordering more than 99 Think PC devices.

• Customers who don't want to use pre-loaded standard image.

Conversation Starters

• How would you describe your Windows 10 imaging strategy?

• Do you use a custom image to replace the Lenovo preload image?

• How do you load that image?

• Did you use a similar approach with your last deployment? How did it go? What would you like to be different this time?

• What other projects will be impacted by allocating your resources to do this deployment?

Encryption

Encryption provides factory-enabled anti-theft security and hard-drive passwords. Lenovo estimates that the manual implementation of encryption can take customers an average of 120 minutes per device. Moreover, customers with mandated encryption regulations benefit from having it performed on the factory line, as their required documentation is provided by Lenovo.

Key Features & Specs

- For those customers deploying full-drive encryption, Lenovo can also pre-encrypt the drive, eliminating the multiple-hour wait required when full-drive encryption is deployed.
- Compatible with all Lenovo systems.

Customer Benefits

- Reduces technician and deployment time.
- Saves onsite technical staff approximately 120 minutes per device to run encryption.
- Offers customers a reliable single-source solution and saves time and expense.
- May avoid second-stage services, including shipping to and from second stage, time to manually encrypt the drive, and time to ship the system. Plus, costs associated with these are reduced or eliminated.
- Employees get up and running quicker.

Partner Benefits

- Lenovo services add high value to your portfolio.
- High margin on Lenovo services.
- Technicians don't need to waste time encrypting drives, saving workspace, time, and money.

When to Sell/How to Position

- Available worldwide to any customer ordering more than 99 Think PC devices.
- Customers who do in-house drive encryption.
- Customers in verticals that have laws requiring encryption.

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Conversation Starters

• How do you encrypt your systems?

• Do you have concerns about unencrypted systems in transit from manufacturing? Do you have reporting requirements associated with encryption failure or interruption? We can eliminate this by encrypting in manufacturing before they ship.

• Is IT unable to focus on their organization's time and resource activities that can deliver greater business value?

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Drop-in-the-Box

Before your customer's product leaves the factory, Lenovo can insert custom documentation into each system box shipped. This could be a greeting to the end user, or Drop-in-the-Box can be used to provide deployment instructions for the users to deploy their own systems.

Key Features & Specs

• Up to 20 pages of documentation, printed in black and white, can be added to each system box.

• Compatible with Think-branded systems.

• Personalizes new employee systems and gives directions to reduce IT calls on new system deployment.

Contact your Lenovo sales rep for more information on this service.

Custom BIOS & Intel® vPro™

Customers would be interested in custom BIOS because IT organizations usually have very specific requirements when determining how systems should initially operate, even before the operating system loads. The BIOS-level, boot-order, and security settings, such as fingerprint reader and administrator passwords, are critical components that may affect how a system functions in specific network environments and provide the earliest framework for security. By using the Custom BIOS standard service from Lenovo's Imaging Technology Center (ITC), customers have the option of customizing each setting in the BIOS. Examples are supervisor passwords, boot order, port settings, device settings, and more. The ITC will capture custom BIOS requirements, as defined by the customer, and send a special file to manufacturing so that it can be deployed to the customer's systems along with their custom image.

Lenovo offers a broad set of Intel Management Engine (ME) firmware parameter customization options. With these customization options, Lenovo can configure any of the offered ME firmware parameters in accordance to the customer's preferences during our manufacturing processes.

Key Features & Specs

• Moves ME firmware customization to factory, and remote management can easily be done via the ME management console.
• Compatible with all systems, even non-Lenovo.
• Increases security levels earlier in the BIOS by prioritizing security settings.
• Customizes BIOS for customers who require it.

Customer Benefits

• Reduces technician and deployment time.
• Offers customers a reliable single-source solution and saves time and expense.
• May help avoid second-stage services (shipping, time, and money).

Partner Benefits

• Lenovo services add high value to your portfolio.
• High margin on Lenovo services.
• No need to unbox each system and perform time-consuming reprogramming on the BIOS.

When to Sell/How to Position

• Customers who need specific BIOS settings, ME settings, or a specific boot sequence, especially for security purposes.

• Available worldwide to any customer ordering more than 99 Think PC devices.

Conversation Starters

• When you take delivery of your new PCs, do they typically arrive with default BIOS settings?

• Do you typically have one of your IT resources manipulate the desired settings on each system?

• Do you perform manual ME firmware parameter customizations when you take delivery of your systems?

• Do you have other, more strategic projects your technicians could be working on?

• Would it be of greater value to your organization to have a high-quality custom BIOS and ME firmware parameters tailored to your exact security and network needs before the systems leave Lenovo manufacturing, so you can reallocate your technician time to more strategic IT initiatives?

Asset Tagging

Asset Tagging allows for unique, physical, tamper-proof labeling of PC devices, designed to meet your customer's specific organization inventory management requirements. It ensures the PCs are protected and traceable right out of the box. Asset tags can include pre-defined information, including: asset number (range, prefix), Machine Type Model (MTM), serial number, P.O. number, Mac addresses, text, graphics or logos, and QR (2-D barcoding).

Key Features & Specs

• Compatible with all Lenovo Think-branded systems.

• Stand-alone Asset Tag is available with all systems, even non-Lenovo PCs, monitors, and accessories.

• Available worldwide to any customer ordering a reasonable volume of PC devices.

Examples of Asset Tagging include:

• Physical System Tag (including barcoding of data)

• Carton Label (even if no system physical tag is requested)

• BIOS (electronic)

Capability Overview

ESSENTIAL ASSET TAGS

The default Lenovo black joint Machine Type Model (MTM) and serial number (S/N) barcode helps to ease the management and deployment of the customer's systems. This static (non-customizable) tag comes in one size and also contains the Lenovo support site QR code.

Essential Asset Tags

STANDARD AND ENHANCED ASSET TAGS

Offered on our Think PC products and applied on the manufacturing line, these are fully customizable offerings and include features like tag number in BIOS, carton labels, P.O. number for direct customers, logos, QR code, and more.

Examples of Standard (above) and Enhanced (right) Asset Tags.

STAND-ALONE ASSET TAGS

This option offers a different level of flexibility because it does not ship with the hardware. Units are tagged in the field (already shipped) and would need to be applied onsite, either by the customer or through a business partner after the units have been shipped. By tagging units already deployed in the field, the customer can standardize their entire PC fleet for greater control and manageability. Lenovo can make and ship these to your customers' locations.

CUSTOMER-SUPPLIED ASSET TAGS

Lenovo can support asset tags supplied by customers. This program follows these print production line rules:

• Customers provide preprinted asset tags to Lenovo.
• Lenovo applies the asset tags to their PCs in manufacturing.
• Asset Tag Reports are available, if requested by customers.
• Asset Tag Reports will contain customer asset tag numbers only if they are barcoded.
• Customer-supplied asset tags are considered an Enhanced Asset Tag.
• The SLA times for customer shipments may be delayed, given label-handling overhead.
• It should be noted that 98 percent of customer requirements can be fulfilled with a Lenovo-printed asset tag at a lower price point.

Customer Benefits

• Improve tracking ability, reduce loss and theft, and uniquely identify customer organization.

• Use a more unified and efficient approach over applying tags manually in the field.

• Increase efficiency of IT inventory management system by capturing and tracking detailed asset information.

• Save time by enabling detailed asset information to be quickly and accurately imported into Asset Management System.

• Asset tag information may be stored in the system BIOS and printed on the external shipping label for consistent tracking.

• Deter theft.

Partner Benefits

• Provides high level of customer satisfaction, thereby solidifying your sales relationship.

• No need to open every box and adhere asset tags or keep track of asset numbers in house.

• High margin on Lenovo Services.

When to Sell/How to Position

• Complex organizations: multiple lines of business, geographies, platforms, etc.

• Customers who deploy large numbers of machines (global accounts, large enterprise, midmarket, and public-sector market segments).

• Customers who need more control over asset management.

Conversation Starters

• Do you currently use an asset tag? If not, why not?

• How do you handle asset tagging now?

• Is it of value to you to define the information printed on the tag and have it stored in the system's BIOS?

• Would an asset tag enable you to more easily load asset information into your inventory management system?

Laser Etching

Laser etching is performed at our facility in Whitsett, NC, by experienced technicians. Laser technology will vaporize the surface finish, exposing the substrate below, creating a black, gray, and/or white image. The content can include a logo, wording, and sequential numbers. It is also possible to use different etching strengths based on the needs of your customer. Customers can secure their PCs while providing a unique means of promoting their company or brand. Available only on ThinkPad lids shipped from Lenovo manufacturing. Due to lid material, certain ThinkPads may not be etched.

ThinkPad with Laser Etching

Key Features & Specs
• Promotes visibility of customer brand and adds extra layer of security against theft.
• Available worldwide to any customer ordering more than 99 ThinkPad devices, with the exception of certain systems that are made of a specific material.
• Competitors cannot etch in the center of their devices, so the customer logo is displayed with the OEM logo.

Customer Benefits
• Improve tracking ability, reduce loss and theft, and uniquely identify customer organization.
• Easily manage the lifecycle support needs of Think-branded products by visually identifying older systems.

Partner Benefits

• Helps your customer stand out with a unique visual on their systems.

• Helps your customer visually determine assets by different groups, geographies, or locations.

• Lenovo services add high value to your portfolio.

• High margin on Lenovo services.

When to Sell/How to Position

• Complex organizations: multiple lines of business, geographies, platforms, etc.

• Customers who deploy large numbers of machines (global accounts, large enterprise, midmarket, and public-sector market segments).

• Customers who rally around their brand and/or desire to create brand awareness.

• Customers more concerned with theft of the computer than the data on it.

Conversation Starters

• Are you trying to find a unique way to showcase your brand and generate team spirit?

• Are you concerned with deterring device theft?

• Would you like to differentiate your ThinkPads by geography or location in a fun way?

Install, Move, Add, Change (IMAC)

In today's ever-changing environment, IT assets are frequently upgraded, changed, added, and moved. This poses a challenge for many IT departments looking to direct their resources toward higher business-value activities.

Lenovo's IMAC Services can assist your customer with:
• Deploying new hardware and/or software
• Relocating IT assets to other locations
• Rebuilding or reinstalling software images
• Other customized services

Contact your Lenovo sales rep for more information on this service.

Key Features & Specs
• Lenovo IMAC Services
  – Install - Installation and verification of new systems
  – Move - Movement of existing equipment to new locations
  – Add - Addition of new accessories, memory, or processor upgrades
  – Change - Update or change to current configurations
  – Equipment de-installation and disposal of de-installed systems or products through our Asset Recovery Services
• Can deliver IMAC services within or outside your office hours, anywhere in the United States and Canada.
• Backed by Lenovo's Project Management organization, customers can be assured that projects are closely managed with accurate tracking and reporting to keep their project within the specified timescales and budget. A Lenovo project manager will ensure our promise to your customer is fulfilled:
  – Assuring system moves and upgrades are performed in the correct way
  – Minimizing disruption to end users during installation process
  – Reducing implementation time and cost

LENOVO IMAC SERVICES

INSTALLATION

MOVEMENT

ADDITION

CHANGE/UPDATE

DE-INSTALLATION

Customer Benefits

- Ensures that system moves and upgrades are performed in the correct way.
- Minimizes disruption to end users during installation process.
- Reduces implementation time and cost.
- IT staff can stay focused on more strategic projects.
- Easily scales resources to meet IMAC needs.

When to Sell/How to Position

- IMAC is recommended for customers who are unable to focus their organization's time and resources on IT activities that can deliver greater business value.
- Suggested for customers who require a technology rollout or refresh on workstations, desktops, laptops, tablets, printers, and more.
- Customers who are transitioning to Windows 10.

Conversation Starters

- How do you currently manage the deployment of new hardware and software, relocating IT assets to other locations, and rebuilding or reinstalling software images?
- When you have this work done, do you include overall project management oversight to ensure projects are closely managed with accurate tracking and reporting?
- How do you handle the de-installation and disposal of your IT equipment?
- Do you have other, more strategic projects your technicians could be working on if we could free up their time?

Managed Services

When considering the resources required to roll out servers, desktops, networking, mobile, and printing devices, large-scale deployments can be extremely complex and costly for many organizations. Lenovo's Managed Services combine comprehensive project management with exceptional technical execution to address the unique needs of your customer. Managed Services include Managed Installation, Services & Technical Account Managers, and Asset Recovery Services.

To ensure project success for your customer, we have designed the Lenovo Project Management Office (PMO) to provide end-to-end management—from PC product ordering to the final onsite installation. A Lenovo PMO manager will work closely with your customer's assigned project personnel to ensure successful initiation, planning, execution, and completion of projects. The Lenovo PMO adheres to industry best practice standards, such as PMI, ITIL, and LSS, to provide clear policies and methodologies including processes, procedures, tools, and templates. Your customers will benefit from a single point of accountability managing all the personnel required for success, plus reporting through all engagements.

Managed Installation

Internal PC deployment, whether it's a refresh, mass migration, transferring an upgraded PC to a different user, or moving PCs from point A to B, can be a time-intensive endeavor for IT and end users. Partnering with Lenovo's Managed Installation Services, coordinated by Lenovo project managers, can ensure maximum productivity for your customer with minimal interruption and downtime. With standard and optional packages, Lenovo offers simple solutions for PC installation projects.

Key Features & Specs

• Standard Installation:

  – Dedicated project manager

  – Hardware inspection, damage assessment, proper configuration

  – CPU and monitor installation (if applicable)

  – Local printer or remote printer setup

  – Join to company domain and migration of user settings and credentials

  – Removal of deployment-related trash

  Optional Services:

  – Onsite additional peripheral installation

  – Onsite data migration and application load

  – De-installation of one CPU and up to two peripherals and transfer to a common staging area

  – Redeployment of one CPU and up to two peripherals to another desk at the same location

  – After-hours or weekend installations

  – Customized managed installations and deployments are also available

• Available worldwide for all systems, even non-Lenovo.

Customer Benefits

• Fast and seamless integration.

• Improved cost control.

• Resource optimization, freeing the customer's IT staff to focus on more-strategic business initiatives.

• Maximum convenience to minimize downtime; flexible scheduling options to meet the needs of your customer's business (weekday, weekend, or after-hours installation to minimize interruption).

• Dedicated project manager works closely with the customer to ensure successful initiation, planning, execution, and completion of projects.

Partner Benefits

• Lenovo services add high value to your portfolio.

• Convenience; project management and technical support done on your behalf by Lenovo Solution Architects.

• High margin on Lenovo services.

When to Sell/How to Position

• For organizations facing rollouts or migrating to new systems.

• For customers with a minimum of 25 units per install location.

Conversation Starters

• Is your organization considering going through a refresh, mass migration, transfer from an upgraded PC to a different end user, or a move of PCs from point A to B?

• Are you planning to transition to Windows 10?

• Does your IT face challenges that result in inconsistent cost control and variable user experiences?

Services & Technical Account Managers

Lenovo's professional Services Account Managers (SAMs) and Technical Account Managers (TAMs) embrace the challenge of finding and connecting the varied experts from within your customer's organization and ours to provide guidance, drive service issue resolution, and report on valuable service usage data.

With a Lenovo Services advocate monitoring the customer's service activity and ensuring agreed-upon issue resolution, your customer is able to keep their focus on important projects. When an issue does arise, our highly responsive single point of contact for your customer knows exactly how to take action and achieve the fastest resolution.

Contact your Lenovo sales rep for more information on this service.

Asset Recovery Services

Asset Recovery Services (ARS) are Lenovo-managed services helping customers recover the maximum value from their end-of-life equipment in a cost-effective and secure way. On top of simplifying the transition from old to new equipment, ARS mitigates environmental and data security risks associated with PC disposal.

Standard Asset Recovery is for customers who have a domestic or an international need for asset disposal and who have an all-Lenovo or multi-OEM install environment. Equipment that can be disposed of with standard ARS includes any make, model, or device of any PC manufacturer, servers, telecom systems, printers, cellphones, etc.

Key Features & Specs

• Logistics and shipping services to pick up, package, and securely transport assets from client location.

• Processing services to receive, test, and prepare equipment for resale.

• Environmentally responsible recycling services to ensure proper disposal of obsolete equipment.

• Data destruction services to overwrite or destroy data for security purposes.

• Service delivery management to provide a single point of contact and reporting.

• Certificates and validation to show proper data destruction and environmentally responsible recycling.

• Value recovery services to return value for re-marketable assets.

• Reports detailed by serial number, configuration, condition, and processing date.

• Consistent process internationally.

CLIENT SERVICES

Client/PCSD Services Portfolio

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Help Desk

Conversation Starters

Protect

Warranty Services

Online Data Backup

Accidental Damage Protection

Keep Your Drive

Sealed Battery Warranty

Conversation Starters

Processing facilities are located where denoted on the map; however, service is available in additional locations.

Australia
Mexico
Japan
Netherlands
United Kingdom
Singapore
Canada
India
Russia
Hong Kong
New Zealand
China
Indonesia
Korea
Philippines
Taiwan
Thailand
Vietnam
Germany
Malaysia
United States
(Windsor, CT; Gahanna, OH; Coppell, TX; Reno, NV; Durham, NC; Grand Prairie, TX, Austin, TX; Dayton, NJ)
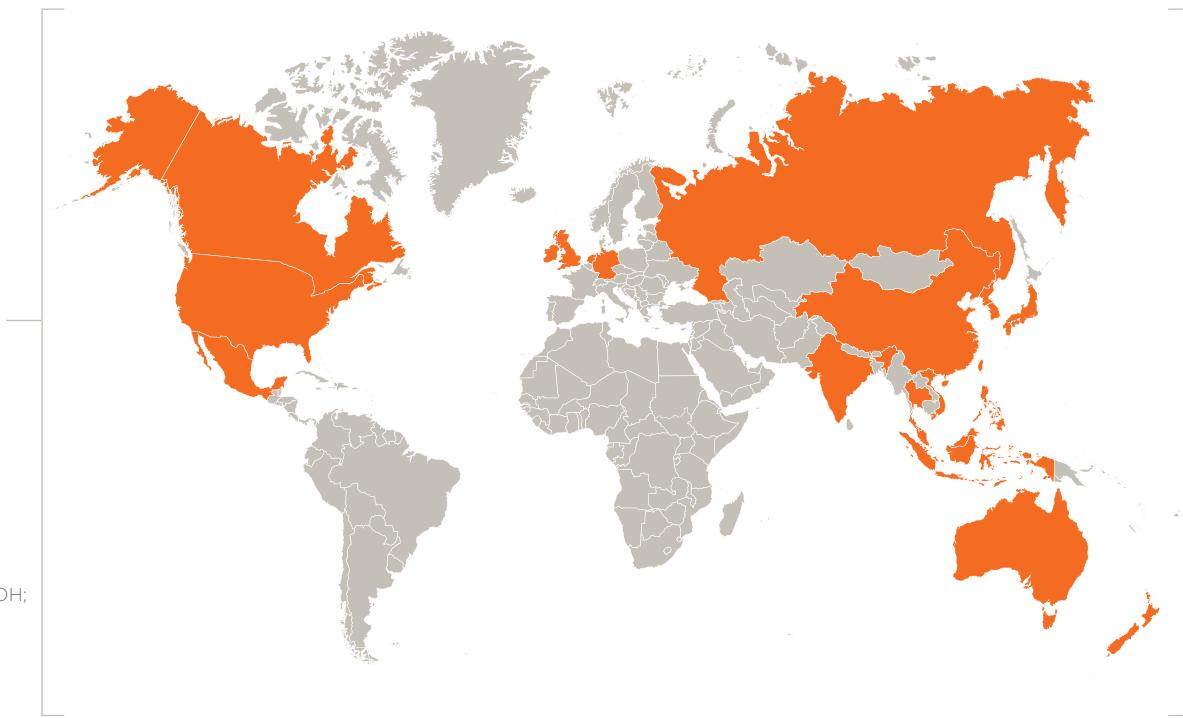
Asset Recovery Services at Point of Sale (ARS@POS) enables customers to capitalize on a single invoice, adding the disposal costs to their end-of-life assets at the time they purchase their PCs. Any serialized Lenovo asset can be covered for up to five years, including desktops, notebooks, workstations, servers, and monitors. Two levels of service are available: Value Recovery and Recycle.

- *Value:* Customer will receive fair market value (FMV) of re-marketable assets. Available only on request.
- *Recycle:* Lenovo will recycle and dispose of asset.

Key Features & Specs

- Onsite packing, secure shipping, processing, management portal, and full support (10-unit minimum per site).
- Certification of data destruction and environmental reclamation.
- Services are good for up to five years and can apply to any Lenovo desktop, laptop, workstation, or server for the same price.

Optional Standard Asset Recovery Services available:

• Discovery services to provide a current inventory of IT assets, either remote or onsite, with a value assessment.

• De-installation services to dismantle and move assets to a central area for onsite pickup.

• Onsite data removal.

• Refurbish services to prepare assets for redeployment, donation, lease return, or employee sale.

• Quarantine services to hold assets for a specified time period to ensure all data was migrated properly.

Documents required for ARS invoices and payments:

• Audit report (Lenovo version)

• Settlement report (Lenovo version)

• ARS checklist

• Lenovo PM approval (if over $5K)

• Customer approval

• Lenovo finance approval

• Split-billing blanket approval

ARS Timeline

Lenovo hosts kickoff call
• Trains client in process
• Enables access to portal
• Q&A

Client submits pickup request

Initial audit report
• 10 days from receipt
• Validates number received

Lenovo processes assets
• Cleaned of client identifiers
• Functional tests
• No value—Environmental recycle
• Value—3X DOD wipe

Settlement report
• Serialized reports
• Certificates of enviro destruction
• Certificates of data security
• 30 days from audit report

Payments/invoices processed
• 1-2 weeks from customer approval of settlement report
• Based on FMV

Portal for customers to submit requests for pickup and to track workflow status.

Standard ARS Customer Benefits

- Value recovery from ARS can sometimes offset technology refresh costs.
- Easy and effortless for customers to track and report on disposed assets.
- Reporting to document customer compliance and record the chain of custody.
- Confidence that data is secure and compliance laws are being followed; Lenovo provides all legal documentation and certificates associated with proper data destruction and environmental processing.
- Lenovo's global coverage with standard ARS enables consistency and dependability of a single solution across regions.
- Allows your customer to remove assets quickly and efficiently from their books and terminate software license fees.

ARS@POS Customer Benefits

• Capitalize the future disposal cost of new systems at the time of purchase.

• Manage PC inventory via an information-rich portal to gain maximum value from assets.

• Eliminate significant overhead associated with time-consuming vendor management and quoting for future asset retirement.

• Lock in fixed costs for service.

Partner Benefits

• Lenovo services add high value to your portfolio.

• High margin on Lenovo services.

When to Sell/How to Position

• Large organizations searching for secure, cost-effective, and environmentally suitable solutions for technology asset disposition.

• Standard ARS customers are typically those who have a minimum of 500 units per year, a mixed brand environment, IT bandwidth constraints, other services that have already been outsourced, or plans to purchase new hardware.

• Customers have a responsibility to ensure data security and comply with privacy laws. Failure to dispose correctly of PCs and the drive data can be very costly, potentially resulting in fines of over $2 million.

• Available worldwide for all systems, even non-Lenovo, on Standard ARS.

Conversation Starters

• What do you do with your end-of-life hardware?

• Do you have any interest in obtaining recovery value back?

• Is secure transport and evidence of proper data destruction important to your organization?

• Do you require any onsite data destruction services?

CLIENT SERVICES

Client/PCSD Services Portfolio

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  Windows 10 Transition Services

  Conversation Starters

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  Deployment Automation Services

  Factory Services

  IMAC

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  Premier Support

  Help Desk

  Conversation Starters

Protect

  Warranty Services

  Online Data Backup

  Accidental Damage Protection

  Keep Your Drive

  Sealed Battery Warranty

  Conversation Starters

Deploy Conversation Starters

- Are you planning to transition to Windows 10? (Managed Services)
- How do you go about testing, verifying, and integrating your drivers, hardware specific apps, Lenovo hotfixes, etc., in your images to ensure hardware support? (Smart Image)
- Would it be helpful for you to be able to allocate IT staff time to other projects if you had a single dynamic hardware-independent imaging solution that was tested and verified and installed during manufacturing? (Smart Image)
- How do you migrate end-user information to new PCs? (Advanced Deployment Services)
- How much time does a manual migration typically take your technician? (Advanced Deployment Services)
- What level of end-user downtime is typical while performing these migrations? (Advanced Deployment Services)
- Does your IT staff complete final PC configuration steps after the initial setup process is complete? (Advanced Deployment Services)
- Would you like to learn how you can save significant time and resources (from 20 minutes to in excess of 1 hour of deployment time per PC) by executing these tasks within Lenovo manufacturing, which can translate into cost savings of $50,000 to $120,000 for a typical deployment of 1,000 PCs? (First Boot Services)
- Are you looking for best practices and insights to solve the risks associated with failing hardware or software? (Cloud Deploy)
- How do you encrypt your systems? (Encryption)
- Do you have concerns about unencrypted systems in transit from manufacturing? Do you have reporting requirements associated with encryption failure or interruption? (Encryption)
- Would you like to have any special instructions included with the systems when they ship to end users? (Drop-in-the-Box)
- When you take delivery of your new PCs, do they typically arrive with default BIOS settings? (Custom BIOS & Intel vPro)
- Do you perform manual ME firmware parameter customizations when you take delivery of your systems? (Custom BIOS & Intel vPro)

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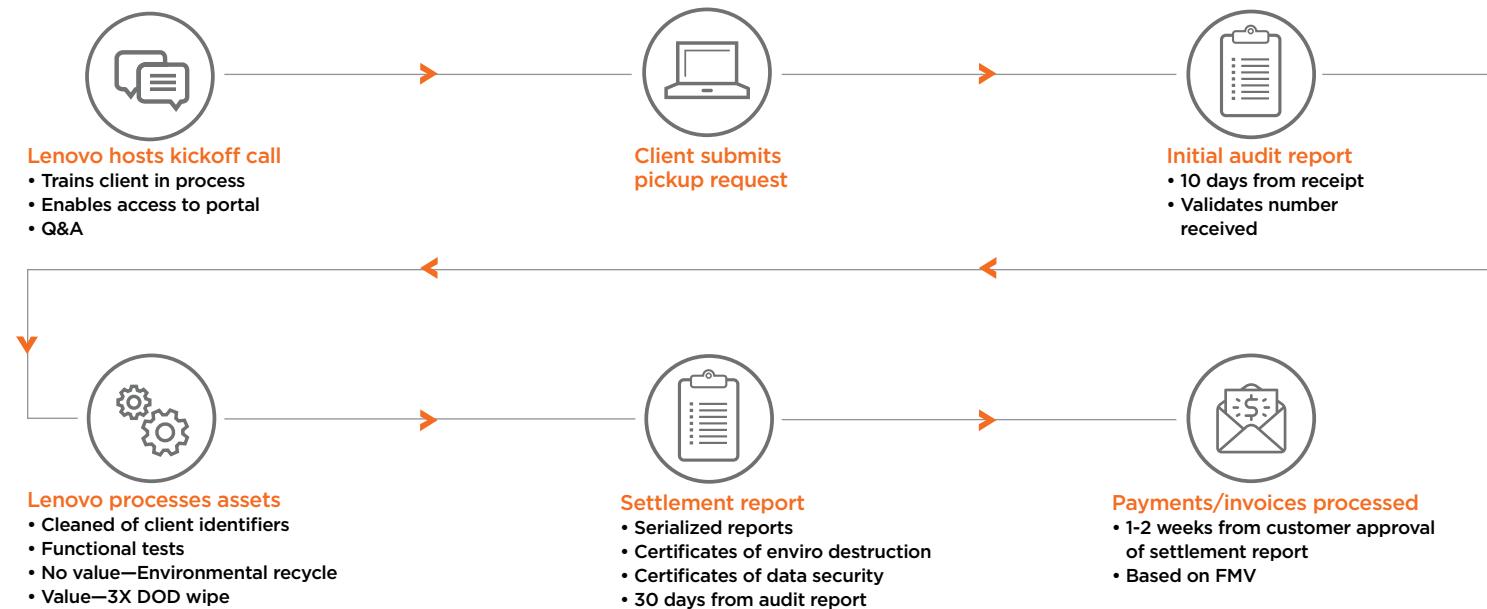Warranty Services

Online Data Backup

Accidental Damage Protection

Keep Your Drive

Sealed Battery Warranty

Conversation Starters

- Are you trying to find a unique way to showcase your brand and generate team spirit? (Laser Etching)
- Do you currently use an asset tag? If not, why not? If so, how do you handle asset tagging now? (Asset Tagging)
- Have you tried an asset tag to enable you to more easily load asset information into your inventory management system? (Asset Tagging)
- How do you currently manage the deployment of new hardware and software, relocating IT assets to other locations, and rebuilding or reinstalling software images? (Install, Move, Add, Change [IMAC])
- How do you handle the de-installation and disposal of your IT equipment? (Install, Move, Add, Change [IMAC])
- How do you currently manage the deployment of new hardware and software, relocating IT assets to other locations, and rebuilding or reinstalling software images? (Install, Move, Add, Change [IMAC])
- Is your organization considering going through a refresh, mass migration, transfer from an upgraded PC to a different end user, or a move of PCs from point A to B? (Managed Services)
- How often do you find the need to search for and connect the varied support experts from within your organization and ours to provide issue resolution guidance and drive service issue resolution? (Services & Technical Account Managers)
- What do you do with your end-of-life hardware? Do you have any interest in obtaining recovery value back? (Asset Recovery Services)

SUPPORT

Problems with your customer's computer, network, software, or technology in general can be very frustrating. Lenovo provides multiple Support Services to help. With best-in-class skills, technology, and processes to solve the problem right the first time, your customer saves time and money and eliminates hassle.

Premier Support

Premier Support is a service package designed for customers who want to bypass basic troubleshooting and experience shorter waiting times, reduced repair times, and higher first-time fix rates. It's a direct line to advanced-level phone support and is designed to expedite problem resolution. Premier Support is designed to give your customers the best service experience available with our Onsite Next Business Day (NBD) warranty service.

Key Features & Specs

• Advanced Level 2 technical support agents located at the Lenovo headquarters in Morrisville, North Carolina. Hours are 7 a.m.-8 p.m. Eastern Time.

• A dedicated 800 Premier Support phone number.

• Global offering. Phone numbers, hours, and languages spoken in other countries with Premier Support can be found by entering your customer's serial number on support.lenovo.com.

• Online e-ticket submission available.

• Warranty repair parts prioritization.

• Third-party support on select software; warm transfer from Lenovo help desk to third party, complete with knowledge transfer if resolution cannot be found with Premier Support technicians.

• Compatible with Idea- and Think-branded desktops, notebooks, and workstations.

Customer Benefits

• A single point of contact for hardware and software support, end-to-end case management.

• Quicker access to experts.

• Access to advanced-level, highly skilled technicians specially trained on Lenovo systems; ensures the highest level of support and incident resolution.

• Improved productivity through minimized time spent on the phone or time spent waiting for service parts.

• Clear understanding of service history with quarterly service reports.

Partner Benefits

• Additional solution; this is a chance to offer your customer a more comprehensive support package.

• Fast response, call queue bypass, and immediate access to advanced tech support.

• Higher customer satisfaction improves long-term relationships and increases repeat purchases.

When to Sell/How to Position

• For customers who want fast response, simplicity, and enhanced support, minimizing the time they spend on break-fix issues.

• Customers who want reports to clearly understand their hardware reliability and service case history.

• Ideal for SMBs with limited technical resources and large enterprise customers who would rather have their IT staff focus on more strategic projects. Also ideal for businesses with limited time, geographically dispersed employees, operations that are spread out, high IT dependency, and worldwide operations.

Conversation Starters

• Does your IT team get frustrated dealing with standard support call queues and scripted troubleshooting?

• How much time does your technical support team spend on submitting calls to or working with support centers?

• How often do you have both hardware and software support issues? Would you like one point of contact for both?

• Would you find it valuable if your warranty replacement parts received prioritized scheduling?

• What has your experience been to date on escalation and case management?

• Do your end users travel internationally and need access to a Level 2 technician when traveling?

Help Desk

Our experienced multi-vendor, multi-platform technical support team can meet your customer's end-user IT needs 24/7/365, with a single point of contact. The Help Desk provides technical diagnosis, quickly assesses the situation, and determines the appropriate action to quickly resolve the issue. When necessary, the Help Desk provides field service dispatch and will initiate calls with specific service providers or other OEMs. Fundamental to Lenovo's practice of Total Call Management, we collaborate with third-party vendors in order to resolve issues.

Contact your Lenovo sales rep for more information on this service.

Key Features & Specs

- Available 24/7/365.
- Supports questions regarding hardware, software, applications, and connectivity.

Customer Benefits

- Provides a tailored solution for your customer's help desk needs that enables their IT team to focus on supporting their core business.

When to Sell/How to Position

- Any customer who doesn't have the IT resources or time to support end-user requests, especially during a major transition to new hardware or to Windows 10.
- Recommended for customers who see a need for short-term and long-term IT support and staff augmentation.

Conversation Starters

- How often do you need to pull some of your IT staff off important projects to provide help desk support?
- Do you ever find that you'd like to have extra help desk support on a short-term basis to lessen the load on your existing staff?
- Does your current help desk solution give you 24/7/365 coverage with technical diagnosis that quickly assesses the situation and takes action to resolve, including field service dispatch?

Support Conversation Starters

- Does your IT team get frustrated dealing with standard support call queues and scripted troubleshooting? (Premier Support)
- How much time does your technical support team spend on submitting calls to support centers? (Premier Support)
- How often do you have both hardware and software support issues? Would you like one point of contact for both? (Premier Support)
- Would you find it valuable if your warranty replacement parts received prioritized scheduling? (Premier Support)
- How often do you need to pull some of your IT staff off important projects to provide help desk support? (Help Desk)
- Do you ever find that you'd like to have extra help desk support on a short-term basis to lessen the load on your existing staff? (Help Desk)
- Does your current help desk solution give you 24/7/365 coverage with technical diagnosis that quickly assesses the situation and takes action to resolve the issue quickly, including field service dispatch? (Help Desk)

PROTECT

Whether it's due to a coffee spill or a major system failure, the fallout of any downtime can be devastating—including a loss of productivity, profit, and reputation. Protection is the key to minimize impact. With trained technicians, diagnostic tools, industry-leading partners, and Lenovo-qualified parts, Lenovo provides peace of mind through our Protection Services. Most Protect services are part-number-based and can be found in the WAMO/SPL file or on Smartfind.

Our entire suite of Protection Services helps customers:
• Increase system uptime and end-user productivity.
• Minimize unplanned operating and maintenance expenses.
• Safeguard data and meet privacy and data compliance regulations.
• Control IT budgets better with fixed-term, fixed-cost services.
• Deliver consistent service levels, including in-region and local-language support.

Warranty Services

Base Warranty

All Lenovo hardware products are delivered with a base warranty that is an integral part of the system specification. Lenovo provides customers with a manufacturer's warranty against faulty workmanship or defective parts. Intentional damage or misuse is not covered under warranty. The length and service level are specified for each machine type model and cannot be downgraded.

Key Features & Specs
The base warranty period starts one day after the build date. The base warranty and date can be changed upon request and with proof of purchase. The base warranty covers parts and labor for a given warranty period, mostly one or three years for Think-branded and one year for Lenovo-branded products. The length of the warranty period extension or upgrade may be up to a maximum period of four years for E Series products, five years for Think-branded and three years for Idea- and Lenovo-branded hardware. NOTE: Products ordered from a Lenovo distributor include a 45-day buffer to ensure the warranty length is covered.

What is covered by the base warranty?
Lenovo uses the highest-quality components in the construction of our systems and equipment. Any fault that is found to be a result of equipment failure under normal usage is covered by warranty. The Lenovo Statement of Limited Warranty provides a clear explanation of Lenovo obligations. There are, however, some technology limitations that may require interpretation as to what constitutes a component fault.

What is not covered by warranty?
• Uninterrupted or error-free operation of a product.
• Loss of or damage to data.
• Any software programs, whether provided with the product or installed subsequently.
• Damage resulting from misuse, accident, modification, unsuitable physical or operating environment, natural disasters, power surges, or improper maintenance by the end user.
• Third-party products, including those that Lenovo may procure and provide with or integrate into the Lenovo product at your customer's request.

- Any technical or other support, such as assistance with "how-to" questions and those regarding product setup and installation.
- The removal or alteration of identification labels on the product or its parts.
- LCD panel getting cracked from the application of excessive force or from being dropped.
- Scratched (cosmetic) parts.
- Distortion, deformation, or discoloration of the cosmetic parts.
- Plastic parts, latches, pins, or connectors that have been cracked or broken by excessive force.
- Damage caused by liquid spilled into the system.
- Damage caused by the improper insertion of a PC card or the installation of an incompatible card.
- Improper disc insertion or use of an optical drive.
- Diskette drive damage caused by pressure on the diskette drive cover, foreign material in the drive, or the insertion of a diskette with multiple labels.
- Damaged or bent diskette eject button.
- Fuses blown by attachment of a non-supported device.
- Forgotten computer password (making the computer unusable).
- Sticky keys caused by spilling liquid onto the keyboard.
- Use of an incorrect AC adapter to connect the notebook.
- Stylus.

Contact Center Information

Think Contact Center (located in Atlanta, Georgia)	Idea Contact Center
1-800-426-7378 24/7/365	1-877-453-6686 24/7/365

Customer Replaceable Units

Under the Customer Replaceable Unit (CRU) Service, the Service Provider will ship CRUs to your customers for them to install. CRU information and replacement instructions are shipped with the product and are available from Lenovo at any time upon request. Most Lenovo systems have CRU by default.

Customers can also upgrade to *Technician Installation of Customer Replaceable Units (TICRU)*. If a problem with the product cannot be remedied with a self-service CRU to replace an internal part, a service provider technician will be dispatched to the customer's location according to the applicable service type to install the CRU. Replacement of external parts with a CRU remains the customer's responsibility under the Lenovo Limited Warranty.

Key Features & Specs

- CRUs that are easily installed by customer are called "Self-service CRUs." Installation is simple (two screws or fewer), getting the customer back up and running quickly. A Warranty Upgrade may be available for purchase in which all Self-service CRUs would be installed for your customer. This upgrade is called Tech-Installed CRU.
- "Optional-service CRUs" are CRUs that may require some technical skill and tools. Customers may request that a Service Provider install Optional-service CRUs under one of the other types of Warranty Services designated for the product.
- A list of CRUs and instructions on installing them may be found in the publication that was shipped with the product or at www.lenovo.com/CRUs.
- Customers may be required to return a defective CRU. If a return is required, return instructions, a prepaid return shipping label, and a container will be included with the replacement CRU. Customers will be charged for the replacement CRU if the Service Provider does not receive the defective CRU from the customer within thirty (30) days of the receipt of the replacement CRU.

Customer Benefits (Tech Install of CRU)

- Lets you avoid the time and hassle associated with CRU part replacement.
- Frees IT staff from simple internal part installation so they have more time to deal with mission-critical business.
- Allows for accurate budgeting of IT expenses at the time of PC purchase.

Partner Benefits (TICRU)

• Lenovo services add high value to your portfolio.

• High margin on Lenovo services.

• Eliminates need to dispatch a technician to make an easy repair, keeping them focused on more important tasks.

When to Sell/How to Position (TICRU)

• Ideal for remote locations where technical resources are not available or for organizations with inexperienced end users.

• Organizations that prefer the convenience of service delivered at their place of business.

Conversation Starters (TICRU)

• How experienced are your IT staff and end users in terms of replacing internal parts?

• How important is it at your company to have assurance that critical systems achieve maximum uptime and productivity?

• How heavily reliant are your employees and business processes on your PCs?

• Do you have remote locations where getting your own technical resources out to them for repair would be difficult?

International Warranty Service

International Warranty Service (IWS) enables customers who travel with or relocate any IWS-eligible Lenovo product to receive Warranty Service in any country where our products are sold and serviced. IWS-eligible machine types can be serviced by Lenovo or Lenovo Authorized Service Partners (ASP) under the Warranty Service delivery method wherever the specific Lenovo product is sold and serviced.

Key Features & Specs

The length of the base warranty (e.g., 1 year, 3 years) is determined by the originating country of purchase. However, the method of service provided (e.g., depot, customer carry-in repair, onsite repair) in the servicing country may be different from the method provided in the country in which the machine was purchased.

- Service procedures may vary by country, and some service and/or parts may not be available in all countries.
- Some countries may have fees and restrictions that apply at the time of service. Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing IWS service.
- IWS eligibility is based on the machine type; however, certain countries may not have the capability of servicing all models of a particular machine type.
- The IWS service is supported for new Think products announced and sold after September 11, 2015.
- The IWS service is supported for select Idea-brand notebooks sold after February 28, 2016, in specific countries.
- New Idea/Lenovo brand IWS-eligible notebook products sold after September 15, 2017, are supported.
- Smartphones and tablet products, Idea/Lenovo brand desktop products are not supported by the IWS service.

↻ *The current IWS terms and conditions can be found* _here_.

↻ *To find out if your customer's device is covered by IWS, go* _here_, *enter the product type, series, and subtype.*

International Warranty Upgrade

International Warranty Upgrades are available for purchase to globally extend Accidental Damage Protection (ADP), Keep Your Drive (KYD), and Sealed Battery replacement (Sealed BTY) services. The country must support the upgrade, and the machine type must have been previously announced in that country. International upgrades are available for Think-brand products from one to five years.

In order to purchase the International Warranty Upgrade, Accidental Damage Protection, Keep Your Drive, and Sealed Battery must have first been purchased, and the upgrade terms (length) must match the warranty term (length). Note: Sealed battery upgrades are available only for up to three years and are supported in International Upgrade for that term length.

Customer Benefits
• Allows customers to travel or relocate internationally with the machine protected in their destination country.
• Accidental Damage Protection, Keep Your Drive, and Sealed Battery Warranty purchased with a system in North America can be extended internationally by purchasing an International Warranty Upgrade.
• Warranty extensions and onsite services are automatically eligible for International Warranty Upgrade, which is included in the base warranty of all of our Think products (as of 2015).
• Premier Support does NOT require the International Upgrade for support. It is automatically supported internationally under the International Warranty Service.

Partner Benefits
• Lenovo services add high value to your portfolio.
• High margin on Lenovo services.
• Give customers the confidence of being covered when traveling internationally, knowing that their devices will be protected.

When to Sell/How to Position
• PC repair coverage for customers who require a critical warranty repair while traveling internationally.
• For customers who want to keep the same level of upgraded services (ADP, Sealed BTY, KYD) when traveling internationally, where available.

Standard Warranty and Warranty Upgrade Service Levels for Think Products

Lenovo's standard warranty levels include Mail-in, Depot, and Onsite. The other levels described here are upgrades.

Mail-in Service

Mail-in Service is standard warranty on Lenovo Chromebook- and Idea-branded products and covers all electrical parts. The product needs to be mailed in to a Lenovo depot repair facility for repair at the customer's risk and expense. It will be returned at Lenovo's risk and expense. Average time to repair is 7-10 days.

Depot Service

Under Depot Service, the product will be repaired at a designated service center, with shipping paid by Lenovo. The customer is responsible for disconnecting the product and packing it in the provided shipping container to return the product to a designated service center. Average time to repair is 7-10 days.

Customer Benefits

- Upgrading from Mail-in to Depot saves IT money by having Lenovo pay for three legs of shipping (box to the customer, freight to the depot, and freight back).

When to Sell/How to Position

- Ideal for customers who do not have discretionary funds for shipping systems back and forth to the depot.
- Depot Service is sustainable for customers who are challenged to reduce operating expenses (OpEx) or must budget all PC expenses at time of purchase.

Conversation Starters

- Do you have discretionary funds for shipping systems to the depot for repairs?
- Do you have specific cost-savings objectives within your IT performance metrics for this year?

Expedited Depot

This service enhances Lenovo's standard 7-10 business-day Depot Service with a faster depot repair. Under Expedited Depot, Lenovo will guarantee that the customer has the repaired system back by the third business day.

Customer Benefits

• Customer waits 3 days rather than 7-10 days through standard Depot.

• Saves the customer time and money by having Lenovo support available to address issues quickly.

• Achieve maximum uptime and productivity.

• Accurately budget for IT expenses at the time of PC purchase.

When to Sell/How to Position

• Ideal for customers who have processes or professionals heavily reliant on PCs and for whom uptime and productivity are essential but who are not able or willing to pay for Onsite.

• Expedited Depot Service is sustainable for your cliental who are challenged to reduce operating expenses (OpEx) or must budget all PC expenses at time of purchase.

Conversation Starters

• How long can you be without your system?

• How heavily reliant are your employees and business processes on your PCs?

• Do you have specific cost-savings objectives within your IT performance metrics for this year?

Onsite Service

Onsite Service is standard on all Lenovo and Think-branded desktops. Under this service, a service technician will visit your customer's location to repair a machine, unless the problem can be solved by sending a CRU to the customer. The date and time for Onsite Service will be mutually agreed upon. Lenovo will either repair or exchange the failing machine at your customer's location and verify functionality. Even with Onsite Service, some repairs may need to be completed at a service center. If so, the service provider will send the product to the service center and return the repaired or replaced product to the customer at the service center's expense.

Onsite Service with Next Business Day Response

If the defect/problem in the product is covered by Lenovo product warranty and cannot be resolved over the telephone or through a CRU, and a technician needs to be dispatched onsite, they will typically arrive the next business day.

The Next Business Day response time is an average target and not a committed service level, neither for response time nor for problem resolution time. Lenovo provides service during normal business hours (e.g., Monday to Friday 8 a.m. to 5 p.m.), excluding public and national holidays. Calls received after 3 p.m. (local time) will require an additional business day for service dispatch.

Customer Benefits

• Save IT resources (time and money) by having Lenovo support available to address issues quickly.

• Achieve maximum uptime and productivity when operating within a mission critical environment.

• Accurately budget for IT expenses at the time of PC purchase.

• Technicians come onsite rather than the customer having to send product in to be fixed.

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When to Sell/How to Position

- This service is for customers who require faster response to avoid 5-10 days without their PCs and prefer the convenience of service delivered at their place of business.
- Ideal for customers who have processes or professionals who are heavily PC-reliant and uptime and productivity are essential.
- Customers who are challenged to reduce operating expenses (OpEx) or must budget all PC expenses at time of purchase.

Conversation Starters

- How long can you be without your system?
- How heavily reliant are your employees and business processes on your PCs?
- How important is it at your company to have assurance that critical systems achieve maximum uptime and productivity?
- Do you have specific cost-savings objectives within your IT performance metrics for this year?

Onsite Service With Four-Hour Response 9/5 (9 Hours a Day, 5 Days a Week)

If a problem with the product cannot be resolved via telephone, the product will be repaired or replaced at the customer's location. After the customer follows the telephone problem determination, a service provider technician will be dispatched to the customer's location. Lenovo offers onsite NBD with Four-Hour Response (9/5) for selected ThinkStation products.

Technician Response Times

Distance from Lenovo Support Hub	Service Response Level
0-100 miles (0-160 km)	4 Business Hours
100+ miles (160+ km)	Next Business Day

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Onsite NBD Four-Hour (9/5) Service is available during normal business hours Monday through Friday, excluding holidays. It is available only in certain locations, and additional charges may be required if the location is outside the service provider's normal service area. Service areas may be found here.

This service and the location of the product must be activated with Lenovo, and service is subject to the availability of service parts. If the customer changes the product's location, they must update their location activation. Instructions for location activation can be found here. Service may not be available for up to thirty (30) days after location activation.

Customer Benefits

- Ensures cost-effective, rapid response to business-critical ThinkStation hardware problems, with a specific service coverage window.
- Lenovo technicians are experts on our workstations and use Lenovo Qualified replacement parts for maximum quality and efficiency.

When to Sell/How to Position

- For customers who have processes or professionals who are heavily ThinkStation-reliant and uptime and productivity are essential.

Conversation Starters

- How important is it at your company to have assurance that critical systems achieve maximum uptime and productivity?
- Do you have specific uptime objectives within your IT performance metrics for this year?

Onsite Service with Four-Hour Response 24/7 (24 hours a day, 7 days a week)

Similar to the Four-Hour Response Service 9/5 on ThinkStations, if a problem with the product cannot be resolved via telephone, the product will be repaired or replaced at the customer's location. After the customer follows the telephone problem determination, a service provider technician will be dispatched to the customer's location within 4 hours, 24 hours a day, 7 days a week. This service is also available to ThinkPad or ThinkCentre customers on a case-by-case basis.

Technician Response Times

Distance from Lenovo Support Hub	Service Response Level
0-100 miles (0-160 km)	4 Hours—24/7
101-200 miles (161 km-320 km)	8 Hours—24/7
200+ miles (320+ km)	Next Business Day

This service is available only in certain locations and must be activated with Lenovo. If a customer changes the product's location, the location activation must be updated.

Find services areas.

Additional charges may apply outside a service provider's normal service area. This service is subject to availability of service parts and may not be available for up to thirty (30) days after location activation.

Location activation instructions.

Customer Benefits

• Customers can greatly benefit from fast response to their business-critical issues with an exceptional service coverage window of 24/7 support.

• Minimizing downtime with four-hour response time for fast, easy technical repair.

• Lenovo technicians know our ThinkStations better than anyone else and use Lenovo-Qualified replacement parts for maximum quality and efficiency.

When to Sell/How to Position

• For customers who have processes or professionals who are heavily ThinkStation-reliant and uptime and productivity are essential.

Conversation Starters

• How heavily reliant are your employees and business processes on your ThinkStation systems?

• How important is it at your company to have assurance that critical systems achieve maximum uptime and productivity?

Warranty Extensions and Upgrade

Extensions: The duration of any extended warranty for a product will be for the period of purchase, beginning on the start date of the original base warranty. Any extension must be purchased during the product's original base warranty (for example, if original warranty is one year and Warranty Extension is purchased for three years, then the total number of years for Warranty Extension is three years).

Warranty Extensions do not cover parts consumed through use of the product, for example, stylus, digitizer pen, and batteries.

Upgrades: Warranty upgrades enable customers to vary response time and level of service to match critical support needs. Warranty upgrades can be purchased at the time of the hardware purchase or within the term of initial base warranty coverage.

Upgrade options:

- Depot Service: If a problem with a customer's product cannot be resolved via telephone or through the use of a CRU, the product will be repaired or replaced at a designated service center.
- *Carry In:* If a problem with a customer's product cannot be resolved via telephone or through the use of a CRU, the product will be repaired or replaced at a designated service center at the customer's risk and expense.
- Expedited Depot: If a problem with your customer's product cannot be resolved via telephone or through the use of a CRU, the product will be repaired or replaced at a designated service center with expedited turnaround.
- Onsite Service: If a problem with the customer's product cannot be resolved via telephone or through a CRU, repair will be performed at the customer's location. This service is available as Next Business Day Response (NBD), Eight-Hour Response (24/7), Four-Hour Response (Business Hours), and Four-Hour Response (24/7).
- International Warranty Service Upgrade (IWS Upgrade): Enables customers who travel with an IWS Upgrade to receive service in eligible countries other than the country in which the service was purchased.

Post-Warranty: A fixed-cost service solution that allows accurate budgeting for equipment expenses even after base warranty or extended coverage has expired. Post-warranties enable customers to vary response time, level, and length of service to match critical support needs and system refresh cycles. With Lenovo Post-Warranty, you can continue to provide customers with certified parts and Lenovo's award-winning service to support their systems up until system refresh.

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Contact Center Information

Think Contact Center (located in Atlanta, Georgia)
1-800-426-7378 (24/7/365)

Idea Contact Center
1-877-453-6686 (24/7/365)

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Partner Benefits

• Our extensive and flexible portfolio of services are easy to sell and have high margins.
• Your customers can achieve maximum uptime and productivity when they operate within mission critical environments or when there is zero tolerance for downtime.
• You can minimize your customers' unplanned maintenance expenses and reduce their OpEx, making you a valued partner.

When to Sell/How to Position

• Customers who are heavily PC-reliant, and uptime and productivity are essential.
• Customers who require faster response and prefer the convenience of service delivered at their place of business.
• Users who have decided to delay the system refresh cycle (Post-Warranty).
• Any user who has high PC dependency and needs extended protection (Post-Warranty).
• Customers who are challenged to reduce OpEx or must budget all PC expenses at the time of purchase.
• Customers who operate beyond 8 a.m.-5 p.m., and those with traveling users or international office locations.

Conversation Starters

• How long can you be without your system?
• Do you have specific cost-savings objectives within your IT performance metrics for the year?
• Is it important to your company to have assurance that critical systems are covered and will not incur additional service and maintenance expenses?
• How long do you plan to keep your systems, and what is your refresh cycle?
• How do you manage failed hardware that is out of warranty?
• Do you have a discretionary budget for unplanned system repairs and replacements?

Online Data Backup (OLDB)

Online Data Backup is a Lenovo-branded, easy-to-use, automatic online backup and recovery software solution. With this tool, organizations and user groups can share a pool of storage without the administrator assigning storage to a specific user(s).

Key Features & Specs

- Stores data offsite in secure locations.
- Safeguards business data from accidents, operating system and application errors, hard drive failures, and other unexpected risks with a secure, online solution for data protection.
- Simple to use; administrators no longer need to manage user licenses.
- Sync functionality; users can access data from any device.
- Optional single sign-on; automatically triggers user creation from a federated identity provider (like Active Directory).
- World-class security for peace of mind. Data is encrypted using 256-bit AES enterprise-grade encryption for private encryption key and data storage. It is then transmitted to secure data centers using 128-bit SSL encryption, which is the same used for online banking.
- Command and control; the multi-tenant, web-based administrative console provides easy account management, allowing your customer to either select preconfigured backup and recovery settings or customize them. No additional hardware is required.
- Professional services available with OLDB include: eight-hour Administrative Training; four-hour Administrative Training; Activate and Test; Basic Setup and Test; Level 1 Support Training; and Federated ID, single sign-on.
- Compatible with all Think-, Idea-, and Lenovo-branded systems, as well as with non-Lenovo branded hardware.
- The Lenovo OLDB software is downloaded from the web. It does not require any additional hardware. Users can access their data from anywhere in the world with the option of owning their personal encryption key for an added layer of security.

Special Notes/Exclusions

• OLDB Free Pilot for 30 days is available. It's a fully free of charge "try and buy" offer including 10 free OLDB licenses, 100GB storage, pilot kickoff call (30 minutes), and admin console training call (30 minutes).

Customer Benefits

DATA SECURITY

• 256-bit AES for private encryption key for data storage and 128-bit SSL encryption for data transport to data centers with SAS 70 Type I or Type II certifications.

PERFORMANCE

• Near-continuous data protection; OLDB automatically detects and backs up new and changed files every two hours.
• Automatic or scheduled backup; your customers tell OLDB when to perform their backups. Automatic is the simplest method in which backups are performed while the computer is not in use. Scheduled backups can be performed daily or weekly at a specified time of day.
• Block-level incremental backups; saves bandwidth and ensures that future backups are lightning fast.
• Bandwidth throttling; OLDB can use more or less of your customer's upload bandwidth so other higher-priority services can run unimpeded.

EASE OF USE

• Version (snapshot) support; users have the option of restoring from multiple file versions up to the past 90 days.
• Network Drive support; allows for the backup of networked or mapped drives.
• Open/locked file support; no need to close files in order to back them up. OLDB automatically saves all open and locked files, including Outlook PST files.
• Easy-to-use interface; designed with the "non-tech-savvy" user in mind. It's as simple as selecting the files to back up, scheduling the times, and letting OLDB do the rest.
• Prebuilt backup sets for the most common file types; advanced users may edit existing backup sets or create their own.

Partner Benefits

• Widens your portfolio of Lenovo Services, which offers customers a reliable single-source solution.

• Revenue recognition for the opportunities brought in and for license renewals.

• Sales and technical consultation done on your behalf.

When to Sell/How to Position

• OLDB is advisable for any organization where business-critical data storage and security is important, from small and medium-sized businesses to large enterprises or global companies.

• Customers who are concerned with loss of data and want an easy, reliable way to keep that data secure, even for remote employees.

Conversation Starters

• How are you currently backing up data on end-user PCs? If you're not, why not?

• Would you describe your PC backup process as being consistent and cost-effective?

• Would having an easy-to-use web-based administrative console for backups make your PC backups easier?

Accidental Damage Protection (ADP)

Accidental Damage Protection (ADP) belongs to the family of Lenovo Protection Services and complements Lenovo Warranty Services with the option of protection due to unintentional electrical surge, liquid spills, drops or bumps, and LCD damage. ADP provides continued coverage and multiple repairs or a single replacement of your customer's laptop or desktop.

Key Features & Specs

- Covers the labor and parts associated with the repair.
- Full coverage for extensive repair, multiple repairs, or one replacement if repair is not possible.
- Accidental drops, bumps, and structural failures incurred under normal operating conditions or handling, including electrical surges and damage to the integrated LCD screen, are typically covered.
- Components such as CPU, hard disk drive, optical drive, LCD screen, memory, keyboard, pointing device, integrated camera, etc., are covered.
- Those not covered include batteries, external peripherals, and accessories (including optional features not installed by Lenovo at the time of product purchase), external keyboards, mice, digitizer pens and styluses, cases and folios, power cords and adapters, cradles, docking stations, printers, scanners, external drives, software (preloaded or purchased separately), tape, disks, CDs, DVDs, film or other media, and third-party products (those not bearing the Lenovo logo), even if sold by Lenovo.
- ADP does not apply to theft or loss (including data), fire, cosmetic or pre-existing damage, damage resulting from misuse, removal, or alternation of parts or use under abnormal operating conditions.
- Onsite service delivery is standard for all-in-one (AIO), desktops, and Tiny, but this service does not include ADP. It is recommended that it be upgraded to ADP and Tech Install CRU.
- The Tiny-in-One monitor base warranty is standard with Depot. It is recommended that it be upgraded to onsite plus ADP to complement the Tiny onsite ADP delivery. Monitor has only exchange service.
- ADP is registered online via Lenovo Services Registration Systems. Customers should retain their Lenovo Services Registration and Confirmation emails as a record of their contract. Customers or business partners on their behalf need to register the service in order to access it. This will prevent any further delay due to entitlement verifications. If registration is not completed, Lenovo will follow the base Warranty Service level and method.

• The process of accessing ADP is the same as for Warranty Service offerings. The customer can either contact a Lenovo Authorized Service Partner or call Lenovo Support desk. The process includes a problem determination in the same manner as for Warranty Services.

• Typically, service access times are 9 a.m.-5 p.m. local time. The cutoff time to log a call for the Next Business Day response is 3 p.m. local time.

• The map of Lenovo Authorized Services Partners is located here. Local phone numbers for the Lenovo Support desk can be accessed here.

• Most ADP claims will be resolved by the ASP or a Lenovo repair technician.

Special Notes

• ADP must be purchased within 90 days of the purchase of a new Lenovo system. Service term begins concurrently with the product warranty. The protection is limited to one product replacement and unlimited repairs. ADP claims on Think-branded tablets are limited to one claim per 12 months.

• ADP is available in the country or region in which your customer purchased this service. ADP coverage can be extended internationally by purchasing the International Warranty Upgrade.

• If Tiny desktop has ADP but the TIO Monitor does not, the technician will service only the desktop. Must have ADP on both units to have full coverage.

• The replacement system will not carry ADP, and it must be purchased for the new system.

Customer Benefits

• Peace of mind. ADP addresses unexpected IT expenses associated with replacing damaged equipment.

• Minimized downtime. Convenient coverage in case of accidental damage for labor, parts, and full system replacement in cases when repair is not possible.

• Service is provided by Lenovo and not a third-party insurer, so instead of filing a claim, customers can deal with Lenovo directly.

• Covers multiple repair incidents. No annual limits of deductibles.

• Simplifies budgeting process, freeing IT staff to focus on critical tasks.

• IT department doesn't have to purchase and manage spare inventory.

Partner Benefits

- Quality Assurance. ADP is performed by Lenovo-trained technicians using Lenovo-qualified parts, reducing the need for re-repair.
- High margin on Lenovo services offerings.
- ADP helps your customers protect their investments.

When to Sell/How to Position

- ADP targets customers working in mobile environments, on the road, or in hazardous field environments.
- Ideal for any user who has a high PC dependency and who needs to protect his or her PC against all repair events.
- Customers with limited budgets for unplanned expenses.

Conversation Starters

- Do you have a discretionary budget for unplanned system repairs and replacements?
- How many of your laptops were damaged last year? How much did repairs cost?
- What do you do when one of your laptops gets damaged and isn't covered by normal warranty?
- What percentage of your users are mobile? Mobile users' systems are four times more likely to incur accidental damage.

Keep Your Drive (KYD)

Securing business data is essential. Under the terms of the Lenovo Limited Warranty, when Lenovo replaces a defective part, that part becomes the property of Lenovo. Lenovo's Keep Your Drive service allows customers to keep their drives and dispose of business data on their terms, improving data security and ensuring compliance with data privacy and retention requirements, as well as mitigating civil liability risks associated with data breach.

Key Features & Specs

• Both Solid State Drives (SSD) and hard drives are covered.

• Coverage continues for the duration of a system's warranty, even if the hard drive has been replaced.

• Compatible with ThinkPad notebooks, ThinkCentre, and ThinkStation products.

• Can be purchased as a stand-alone service or in a combination with other services.

• KYD is registered online via Lenovo Services Registration Systems. Customers should retain their Lenovo Services registration and confirmation emails as a record of their contract. Customers or business partners on their behalf need to register the service in order to access it. This will prevent any further delay due to entitlement verifications. If registration is not completed, Lenovo will follow the base Warranty service level and method.

• The process of accessing KYD is the same as for Warranty service offerings. The customer can either contact a Lenovo Authorized Service Partners or call Lenovo Support desk. The process includes a problem determination in the same manner as for Warranty services.

• Typically, service access times are 9 a.m.-5 p.m. local time. The cutoff time to log a call for the Next Business Day response is 3 p.m. local time.

• Should be purchased at the time of system purchase.

• Without KYD, Lenovo will keep any damaged hard drives if they are sent in for repair, and data will not be transferred.

Customer Benefits

• Avoid the legal and monetary repercussions associated with a breach in data security, especially for sensitive customer-level data.

• Ensure compliance with current data privacy and retention requirements.

• Know that personal and business data are secure.

• Eliminate the need for tracking failed drives in transit, giving IT staff the time to concentrate on mission-critical business activities and the associated paperwork.

• Covers multiple drives in a system and multiple failures.

• Provides predictable upfront costs versus finding budget in the event of drive failure.

Partner Benefits

• KYD option widens the portfolio of Lenovo Services, which offers customers a reliable single-source solution.

• High margin on Lenovo Services offerings.

• KYD helps you protect your customer's investment.

When to Sell/How to Position

• KYD is advisable wherever protecting critical data is important to your customer's business, particularly healthcare (HIPAA), pharmaceutical, finance, government, high tech (R&D), credit card payments, Sarbanes-Oxley requirements, payroll, etc.

• Because KYD is inexpensive, all customers are candidates.

Conversation Starters

• Do you have any concerns about data privacy and data retention requirements?

• Do you have any concerns about the data on your systems in the event they should require a new hard drive?

• Do you have to meet any industry regulations with regard to sensitive data that may reside on your systems?

• Do you have any civil liability risks associated with data privacy and data retention requirements?

Sealed Battery Warranty

The Sealed Battery Warranty is designed especially for sealed battery technology PCs. It can be bundled together with a Warranty Upgrade, Accidental Damage Protection, and Keep Your Drive into one single service package.

Key Features & Specs

- Sealed Battery Warranty covers all batteries in the system.
- Compatible with ThinkPad notebooks with integrated (sealed) battery and ThinkPad tablets.
- Sealed Battery Warranty is available from one to three years for notebooks and from one to two years for tablets, including one-time replacement by a Lenovo-certified technician.
- Sealed Battery Warranty is registered online via Lenovo Services Registration Systems. Customers should retain their Lenovo Services registration and confirmation emails as a record of their contract. Customers or business partners on their behalf need to register the service in order to access it. This will avoid any further delay due to entitlement verifications. If registration is not completed, Lenovo will follow the base Warranty Service level and method.
- With a non-CRU battery, battery replacement will involve sending the machine to a repair center or onsite servicing by a trained technician. Customers can obtain the Warranty service in their country of purchase or abroad if they purchase International Warranty Upgrade for Sealed Battery Warranty service.

Special Notes/Exclusions

- The sealed battery is a non-CRU battery for ultrathin products.
- The typical user experience is designed to be approximately 300 charge and discharge cycles per year. This 1,000-cycle battery is designed to last over three years. However, batteries degrade over time, and variables such as temperature, usage, and time affect battery life.
- Battery health thresholds are determined by Lenovo's built-in battery diagnostic tool, which takes all these factors into consideration.
- A one-year base battery warranty is the standard norm regardless of the system's warranty.

Customer Benefits

- Fast battery replacement provided by a qualified technician, which is otherwise not covered by a limited one-year warranty.
- Sealed Battery Warranty is offered at a low upfront cost, approximately one-seventh that of a sealed battery replacement not covered by an extension policy.
- An onsite servicing option offers maximum system availability in case a battery replacement is required (available on ThinkPad notebooks only).
- Reduced hassle associated with budgeting for unplanned expenses and system unavailability.

Partner Benefits

- With a Sealed Battery Warranty Service, your customers can be assured of an effective and efficient battery replacement by Lenovo-certified technicians.
- Customer satisfaction with both hardware and service leads to improved long-term relationships and increase in repeat purchases.

When to Sell/How to Position

- Sealed Battery Warranty is ideal for executives and small business owners where PC system availability is vital to daily business operations.
- This service is also appropriate for customers with IT budgets who require reasonable and predictable IT expenses, where the unplanned expenses due to battery replacement may prove to be problematic.

Conversation Starters

- How do you plan to respond to battery failures should they happen out of warranty? Do you have the budget?
- Is it important for you to avoid hassles related to system unavailability if the battery should fail out of warranty?
- Would a low-cost battery warranty plan be of interest to you if it could provide savings relative to a non-covered battery replacement?

Protect Conversation Starters

- How experienced is your IT staff in terms of replacing internal parts? (Customer Replaceable Units)
- How important is it at your company to have assurance that critical systems achieve maximum uptime and productivity? (Customer Replaceable Units, Onsite Service)
- How heavily reliant are your employees and business processes on your PCs? (Customer Replaceable Units, Expedited Depot, Onsite Service)
- Do you have employees who travel internationally? (International Warranty Upgrades)
- Do you have discretionary funds for shipping warrantied systems to the depot for repairs? (Depot Service)
- How long can you be without your system? (Expedited Depot, Onsite Service)
- Do you have specific cost savings objectives within your IT performance metrics for this year? (Expedited Depot, Onsite Service)
- How heavily reliant are your employees and business processes on your ThinkServer/ThinkStation systems? (Onsite Service)
- How are you currently backing up data on end-user PCs? If you're not, why not? (Online Data Backup)
- Would you describe your PC backup process as being consistent and cost-effective? (Online Data Backup)
- Would having an easy-to-use web-based administrative console for backups make your PC backups easier? (Online Data Backup)
- Do you have a discretionary budget for unplanned system repairs and replacements? (Accidental Damage Protection)
- How many of your laptops were damaged last year? How much did repairs cost? (Accidental Damage Protection)
- What do you do when one of your laptops gets damaged and isn't covered by normal warranty? (Accidental Damage Protection)
- What percentage of your users are mobile? Mobile users' systems are four times more likely to incur accidental damage. (Accidental Damage Protection)
- Do you have any concerns about data privacy and data retention requirements? (Keep Your Drive)
- Do you have any concerns about the data on your systems in the event they should require a new hard drive? (Keep Your Drive)

- Do you have to meet any industry regulations with regard to sensitive data that may reside on your systems? (Keep Your Drive)

- Do you have any civil liability risks associated with data privacy and data retention requirements? (Keep Your Drive)

- How do you plan to respond to battery failures should they happen out of warranty? Do you have the budget? (Keep Your Drive)

- Is it important for you to avoid hassles related to system unavailability if the battery should fail out of warranty? (Sealed Battery Warranty)

- Would a low-cost battery warranty plan be of interest to you if it could provide savings relative to a non-covered battery replacement? (Sealed Battery Warranty)

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Lenovo Deployment Services Team partners with large education organization for image creation and a flawless deployment

An educational organization's director of technical services has worked with Lenovo for eight years as the organization's manager of laptop strategies and initiatives. A mandatory laptop policy applies to all full-time undergraduate students and some graduate students. Laptops, specialized software, and support are provided for students, all included in their tuition cost. These students have choice of laptop brand. The prestigious educational organization provided a majority of its students with a Lenovo-branded laptop. All students take their laptops with them upon graduation. This has been the policy for nearly a decade.

The initial program replaced the laptop every two years. Today, the organization has changed that policy to a new "one and done" model in which the student is issued a laptop upon entering and keeps it until graduation. This longer-lifecycle model is possible because the Lenovo laptops are highly reliable, and the organization is able to load each robust system with the appropriate technology and software future employers will be utilizing when students enter the workforce.

The organization's director of technical services expressed appreciation for the Lenovo Technology team.

"The Lenovo team is professional, totally supportive, and extremely helpful," the director said. "They are proficient at testing and, if necessary, modifying the image that fits our particular needs and certifying the end result. I wouldn't call Lenovo just a vendor but rather a partner. They understand the (organization's) landscape and prevent unnecessary rework. And they work closely with us on deadlines to support our user experience."

Read more.

Increasing efficiency to save time and money

Lenovo partners with a public university—one of the largest notebook computer campuses in the United States—to help issue laptops to every student to use during the years they attend. Previously, each student had to individually load a custom student image via DVD during check-in—a very time-consuming and costly endeavor.

Today, the university has a new procedure for handling its imaging process that saves a tremendous amount of time for students, their parents, and support staff. By leveraging Lenovo's imaging capability, the university has been able to reduce the time for each student to pick up a new, completely imaged ThinkPad to less than 10 minutes.

In working with Lenovo, the university's systems technologist receives an "early production" ThinkPad on which he works to create the new image. Once it is created, he sends the image to Lenovo's Image Technology Center (ITC), where a Lenovo imaging engineer carefully verifies the image before sending it to Lenovo manufacturing, where the image is loaded onto each ThinkPad during production. This ensures that the hardware works properly with all device drivers before being delivered to the students.

Read more.

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Public school system uses Lenovo Advanced Deployment and Smart Image Services to equip students with high-quality Windows 10 devices, ready to use from day one.

A large county public school system recently sought an $800 million SMART bond to meet a target of one computer for every 3.5 students. With Lenovo's combined hardware and project-managed services offerings, they exceeded that goal, achieving nearly a 2-to-1 ratio of students to computers by the end of the initial technology rollout, with close to 180,000 units deployed.

Lenovo's expertise and experience in developing and delivering computer deployment solutions through the Lenovo North American Project Management Office meant the company could assist the school district with implementing an interim solution while local service providers were transitioned into place by the school board. Lenovo's ADS and Smart Image solution is quickly scalable and flexible, efficiently bridging the gaps between local service providers and allowing the school district to continue its computer deployment initiatives uninterrupted. It took just six weeks from initiation to delivering the first unit to the school, and computers were ready to use right out of the box.

Read more.

Lenovo Partner Assist

A representative from our U.S.-based assistance team is ready to answer all your partner questions and offer support. Ask about our current business partner incentives, request that a deal be put together for you, or let us help you get started by becoming a business partner altogether.

Live Chat

1-877-536-9955

lenovopartnerassist@lenovo.com

Lenovo Partner Sales

Lenovo Partner Sales (LPS) guides resellers through channel onboarding and helps them successfully use the partner programs designed to maximize earnings. From our onboarding concierge service to real-time sales calls, LPS equips partners with access to relevant resources, provides insights into the latest Lenovo technology, and connects you with any of our seven distributors—helping you win deals and generate opportunities to earn more.

Learn more at LenovoPartnerNetwork.com/LPS.

Channel Programs

Lenovo offers the best partner programs in the industry, driving profitable growth and strengthening customer relationships. Each program is easy to use and allows you to boldly build upon your sales success. *Programs are subject to change at any time without notice.*

Lenovo Partner Programs for Client Products and Services

⬇ *Download the latest Client (PCG) Channel Program presentation.*

New Customer Bonus (NCB) and Deal Registration
If you have a deal involving a new customer, you can pass it through our nomination tool and receive up to a 5% upfront rebate on the sale. You can nominate up to 35 customers per week.

🔄 *Nominate a deal at LenovoLeads.com.*

Lenovo PCG MDF Programs
Authorized Lenovo Business Partners who purchase qualified client products and services from authorized Lenovo Distributors can receive rebates of up to 3.5%.

• TopSeller Client Rebate: 1.5% to 2.5% on TopSeller Client laptops and desktops
• Workstation Rebate: 3.5% on all workstations
• Services Rebate: 2.5% on all Client (PCG) services

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Partner Demo Program (PDP)

Receive a 35% rebate on qualified client product purchases from an Authorized Lenovo Distributor when the systems will be used for demonstration, seed units, or internal use. The number of units eligible is based on total purchases from previous quarter.

Resource: Partner Demo Program Request Form

Lenovo PCG Partner Engage Program

Earn up to $10,000 per quarter selling eligible TopSeller Lenovo products and services. No limit on quantity per invoice.

Get details.

Marketing Collateral

LenovoPartnerNetwork.com provides Lenovo channel partners with invaluable resources on all things channel. In addition to product and services information, LenovoPartnerNetwork.com is your go-to source for helpful marketing and sales tools to maximize your success.

Get free website marketing and product content from Lenovo.

Access sales enablement tools.

Online Tools

Lenovo's online resources provide you with the most up-to-date, relevant information on all our products, services, and incentives. The tools and links furnished here are designed to clearly guide you along your path to success.

Lenovo Partner Network

To maximize the impact that Lenovo services can have on your sales success, visit the wealth of comprehensive resources at lenovopartnernetwork.com. You'll also find valuable information on Lenovo products and partner programs, as well as indispensable tools such as configurators and locators.

Lenovo Services Availability Locator

Lenovo Services Availability Locator allows you to check whether selected services are available at your customer's location for selected Lenovo hardware. Use for eight-hour and four-hour response for ThinkStations.

Access Lenovo Services Availability Locator.

Services Solution Center

Business partners and sellers can contact the Services Solution Center (SSC) about questions related to services, part numbers, compatibility, features, and benefits.

✉ *ssc@lenovo.com*

SmartFind

Quickly and accurately find services for any Think-branded hardware. This online configurator tool for Think-branded hardware allows for fast and accurate access to compatible services and accessories, allowing you to create value-added solutions that build customer loyalty. You can also use SmartFind for base warranty lookup.

Go to SmartFind and select your country. Next, choose your customer segment and enter either the 10-digit hardware part number (MTM) or the first four digits of a part number (equivalent to the Machine Type or MT). SmartFind autopopulates the base warranty drop-down. Good, Better, and Best recommendations show in the top box, including part number, list price, and descriptions. Click on the arrow beside the part number to see what is included in the recommendation. "Service Info" shows the overall services included. "Service Detail" gives detailed information about each of those services.

To find additional compatible services, click on the "More Services" tab. Fill in parameters and click "Search." Product number, list price, and description show up there, too, and the service information and service detail are also available.

↻ *Launch SmartFind.*

WAMO

The WAMO Warranty Matrix is a convenient resource to match warranty services with Lenovo PC products. This tool is updated monthly and allows you several filtering options in a downloadable Excel file.

↻ *Find the most recent WAMO matrix.*

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Warranty Status Lookup

Find the status of the warranty on a system, get information on available warranty upgrades, or view warranty policies on the Warranty Status Lookup pages. The International Warranty website provides detailed information, by region, on International Warranty Support, as well as links to determine your machine's warranty entitlement, IWS eligibility, and potential IWS service availability in the country to which you are traveling or relocating.

Customers with Premier Support will have additional information on the Warranty Status Lookup pages. The phone number dedicated to Premier Support will be listed, as will an option for submitting an e-ticket. Premier Support customers traveling internationally will see local numbers, hours of operation, and languages spoken.

🔁 *Warranty Status Lookup*

🔁 *International Warranty Status Lookup*

End-User Directory

Contact Information

For Post-sales Inquiries for Education, Government, Large Enterprise, and Medium Business:

1-855-253-6686 Monday-Friday 9 a.m.-7 p.m. (EST)

General Inquiries

Mailing Address

Lenovo

1009 Think Place

Morrisville, NC 27560 USA

Support Numbers for Specific Countries

Visit Lenovo Support Solution.

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Customers can follow these three simple steps to contact the Lenovo Support Center for technical and warranty assistance.

Step 1: Check the Warranty Status
Warranty verification is required for Technical Support. If your customer is not in warranty, they may be billed for the support call. Customers must check the warranty status before proceeding (the machine type and serial number are required).

🌀 *Check warranty status* _here_*.*

Step 2: Locate Product Information
The customer must have the product information ready so that Lenovo's trained service representatives can assist them accordingly.

• Think-branded products: machine type, model, and serial number
• IDEA-branded and B, C, E, G, H, K, N, Q, V, Y Series Products: serial number

🌀 *Locate product information* _here_*.*

Step 3: Contact Technical Support
🌀 *Lenovo Support*
📞 *IDEA Support: 1-877-453-6686*
📞 *Think Support: 1-800-426-SERV (7378)*

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🔄 *Finding a Service Provider*

🔄 *Online Services Request Submission*

🔄 *Support Phone List*

🔄 *Drivers & Software Support*

🔄 *Lenovo Diagnostics Software*

🔄 *Guides & Manuals*

🔄 *Finding a Product and Serial Number*

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🔄 *Warranty Status Lookup*

🔄 *ThinkServer/ThinkStation Four-Hour Onsite Response Availability Lookup*

🔄 *International Warranty Services*

🔄 *Lenovo Services Offerings*

🔄 *Warranty Service Policies*

Miscellaneous

🔄 *Find Compatible Services*

Services Registration

✉ *U.S.: Thinkpls_us@lenovo.com*

✉ *Canada: Thinkpls_ca@lenovo.com*

Authorized Service Provider (ASP)

Becoming a Lenovo Authorized Service Provider allows you to help customers solve issues on Lenovo machines and sell services. You'll enjoy many benefits, including Lenovo support, resources, and training, as well as increased customer confidence and satisfaction.

To become an Authorized Service Provider, log in to the lenovopartnernetwork.com partner portal and click on "Become an Authorized Lenovo Service Provider" under the "Service Providers" section.

⟳ *Find a local ASP with the ASP lookup tool here.*

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EDUCATION

Education budgets are often limited. Help your customers get the most out of their technology investments with the flexibility and reliability of Lenovo's robust portfolio of products and services. We offer solutions tailored to fit the needs of both K-12 and higher education institutions.

LENOVO IS THE WORLD'S **#1 PROVIDER** OF EDUCATIONAL TECHNOLOGY.

K-12

Lenovo helps maximize learning opportunity through digital innovation

Lenovo understands the challenges school districts face in transforming education with new models of teaching, learning, and collaborating while managing cost, efficiency, and security. Our education products and services empower K-12 IT leaders to lead digital districts with turnkey education-specific solutions that start with secure infrastructure, deliver rugged and reliable student devices, and provide comprehensive training on the latest classroom management and educational tools.

K-12: Top IT Challenges

• Teacher training for new technology

• Scrutiny around student privacy and security

• Infrastructures that can't keep up with bandwidth-hungry digital learners

• Close instructional and IT collaboration

• Expansion of accessibility requirements

• Integration of assessment analytics

• Tools to support competency-based education

How to Sell/Position

Depending upon the specific roles of your K-12 customers, their biggest pain points will differ. IT decisions are generally centralized, but the various influencers most likely approach the products and services with slightly differing perspectives.

IT Specialists →	Need to find solutions that maximize budget while meeting diverse needs.
Curriculum Stakeholders →	Want technology that supports important new learning strategies.
Administrative Stakeholders →	Demand solutions that drive learning goals while meeting mandates.
Teachers, Parents, and Community →	Expect durable technology that matches the tools they depend on daily.

K-12 Services

When K-12 IT teams have the time to focus on innovation, they dramatically increase institutional effectiveness. But most K-12 IT teams report that they spend significant time on rote, manual, and time-consuming tasks that can easily be automated, optimized, or even cheaply outsourced. Lenovo has collaborated with long-standing K-12 customers to identify these tasks and develop turnkey solutions so our customers can focus on innovation.

Higher Education

Lenovo is helping to create connected campuses.

Lenovo is committed to helping higher education institutions design future-ready campuses with a broad range of solutions that expand access and discovery through innovation. From tablets and workstations to infrastructure solutions, Lenovo offers a complete portfolio to meet every need. And with services that enable success and new discoveries, higher education customers get unparalleled reliability, security, and durability to engage students and prepare them for the workforce of tomorrow.

Higher Education: Top IT Challenges

- Higher education IT is becoming less centralized. Large schools and departments may manage big portions of budgets and decision-making, leaving central IT to act as broker and consultant.
- The smaller the school, the more centralized the IT control and budget.
- In some systems, up to 50 percent of the IT budget may be decentralized.
- Large research grants may drive specialized spending by a particular department, with central IT maintaining some strategic control.

How to Sell/Position

Depending on the institution size, IT may apply to a single classroom or include all the functions of a small city. As compared to K-12, decision-making is generally less centralized in the higher education space. Understanding the various roles and their respective pain points is key to a successful sales approach.

Role	Description
CIOs	Deal with systems built on older models—responsible for enabling a more responsive, flexible organization. Elevate university research programs, where present.
IT Directors	Hire and support staff in improving efficiency and decreasing downtime. Stakeholders expect sophisticated technology but need to control costs and ensure student success.
IT Managers	Improve services with a limited budget. Face savvy student population that demands the best in technology and faculty members who bring in devices against policy.
Students, Faculty, and Administration	Students need access to reliable technology around the clock. Faculty members rely on innovative technology to collaborate, teach, and communicate with students.
Executive Influencers	C- or system-level faculty and leadership; mostly worried about reputation and growth. Focused on fundraising to bypass budget gaps.

Recommended Education Services

Accidental Damage Protection

Accidents happen, even to exceptionally engineered PCs, especially when subject to the wear and tear of student use. This type of damage isn't covered by standard warranty terms. It can be expensive to repair and also contributes significantly to unwanted idle time. With a one-time initial investment, Accidental Damage Protection (ADP) provides a fixed-cost, fixed-term solution that saves parents and administrators from the hassle and expense of accidental damage. ADP is available on all Think-branded notebooks, tablets, and desktops.

Advanced Exchange

Under warranty, a system is replaced overnight (M-F). Your customer mails the defective system back to Lenovo, prepaid. This service reduces wait times, costs, and need for spares. Available on all N23 laptops.

Mail-In Service

Parts and labor repair coverage where the customer is responsible for shipping (including packaging) or delivery to authorized warranty provider or repair center.

Depot Service

Parts and labor repair coverage where shipping (including packaging) or delivery to the repair center is paid for by Lenovo.

Keep Your Drive

Lenovo's Keep Your Drive Service provides a convenient and secure way to retain your drive and confidential data in the unlikely event of a failure. This mitigates civil liability risks and the potential costs associated with data falling into the wrong hands. Keep Your Drive covers multiple failures in a system and multiple drives.

Onsite Service

Parts and labor repair coverage where labor is provided onsite at your location. If Lenovo determines your product problem is covered by the product warranty and cannot be resolved over the telephone, a technician will be dispatched to arrive onsite, typically the next day.

Premier Support

Lenovo Premier Support provides direct access to skilled and experienced Lenovo technicians offering comprehensive hardware and software support. Our expert troubleshooters have the advanced technical know-how and systems knowledge to quickly provide solutions and advice that will keep your hardware and software operating at optimal efficiency. Plus, each case is assigned a consistent point of contact within Lenovo to ensure that your case resolution is professionally managed from start to finish with courteous and consistent communication.

School Year Warranty

Customers can buy hardware and warranties on their own schedule and enjoy warranty coverage throughout the upcoming school year, when it counts the most. Lenovo School Year Warranty is available for Depot Warranty Service, Onsite Warranty Service, and Accidental Damage Protection, and it will alleviate concerns about robust warranty coverage during the school year. School Year Warranty is available on most of our Education hardware portfolio.

Technician Installation of Customer Replaceable Units (Tech Install of CRU)

Customers can avoid the time and hassle associated with CRU part replacement and free IT staff for mission-critical business.

Chromebook White Glove

This service allows customers to effortlessly migrate and integrate new Chromebook PCs across their organizations. This service comprises planning, setup, and end-to-end management of custom rollouts and deployments, reducing cost and time to deploy. Pre-enrolled and activated in the Google console, new PCs integrate seamlessly into the customer's existing environment, right out of the box.

Annual Refresh Program

The Annual Refresh Program helps customers accommodate collection, repair, and redistribution of systems by providing temporary onsite staffing to prepare devices for the next cycle. Education customers get additional resources to help them prepare devices for the next cycle (e.g., end of the school year, end-of-grade testing, returning to school, or returning from holidays). This service allows schools to comfortably meet tight timelines. Lenovo techs will take any brand of PC and perform maintenance, physically cleaning each system and diagnosing/repairing mechanical hardware issues and software issues. This is done on location or, where available, offsite.

Case Studies

Lenovo Deployment Services Team Partners with Wentworth for Image Creation and a Flawless Deployment

Anthony Tanzi, director of technical services, has worked with Lenovo for eight years as the manager for Wentworth Institute of Technology's laptop strategies and initiatives. A mandatory laptop policy applies to all full-time undergraduate students and some graduate students. Laptops, specialized software, and support are provided for students, all included in their tuition cost. Wentworth provides a majority of its students with Lenovo-branded laptops. All students take their laptops with them upon graduation. This has been the policy since 2009.

The initial program replaced the laptop every two years. Today, Wentworth has changed that policy to a new "one and done" model in which the student is issued a laptop upon entering and keeps the laptop until graduation. Wentworth is able to accomplish the longer-lifecycle model because the Lenovo laptops are highly reliable, and Wentworth is able to load each robust system with the appropriate technology and software future employers will be utilizing when students enter the workforce.

Mr. Tanzi expressed appreciation for the Lenovo Technology team.

"The Lenovo team is professional, totally supportive, and extremely helpful," he said. "They are proficient at testing and, if necessary, modifying the image that fits our particular needs and certifying the end result. I wouldn't call Lenovo just a vendor but rather a partner to Wentworth. They understand the Wentworth landscape and prevent unnecessary rework. And they work closely with us on deadlines to support our user experience."

Read more.

Increasing Efficiency Saves Both Time and Money for Northern Michigan University (NMU)

In the past, as Jeff Wommer, senior systems technologist, IT technical services, tells it, Northern Michigan University created a custom student image and loaded it onto a DVD. The DVD was then mass replicated, with a copy provided to each new student during check-in. Each student then loaded the image onto their new laptop from the DVD. This was also done with each of the previous year's models.

To assist the students in loading the image, NMU created an instructional video that identified the necessary steps. During the entire check-in period, NMU's support staff was present to answer questions and resolve issues. The process would take 45 to 75 minutes for each student to complete. Considering there might be 2,000 to 4,000 ThinkPads distributed to new students, this was a very time-consuming endeavor for students, their parents, and NMU's support staff.

Today, the university has a new process for handling its imaging process that saves a tremendous amount of time for students, their parents, and support staff. By leveraging Lenovo's imaging capability, NMU has been able to reduce the time for NMU students to pick up their new, completely imaged ThinkPads to less than 10 minutes each.

In working with Lenovo, Mr. Wommer now receives an "early production" ThinkPad on which he works to create the new image. Once the image is created, he sends it to Lenovo's Image Technology Center (ITC), where a Lenovo imaging engineer carefully verifies the image before sending it along to Lenovo manufacturing, where the image is loaded onto each ThinkPad during production. This ensures that the hardware works properly with all device drivers before being delivered to the students.

"Trying to handle the volume manually would be a nightmare for us. It was a no-brainer of a decision to load the image during the build process," Mr. Wommer said. "Lenovo does their job and makes it easy for us. It just works, and you can't put a price tag on that!"

Read more.

HEALTH

Lenovo Health is a visionary voice and proactive health IT partner that delivers a foundation of security, compatibility, mobility, and reliability to the industry. Our focus lies in simple, seamless solutions that help our healthcare customers get ahead in an ever-changing health IT landscape. Serving more than 1,300 health organizations in North America, Lenovo has the dedicated experience to serve the healthcare industry with proven success.

LENOVO HAS **>10 YEARS** SERVING THE HEALTHCARE COMMUNITY

Healthcare: Top IT Challenges

• Expediting the revenue cycle by accelerating payment collection and reimbursement (impact of value-based care model).

• Improving Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores through patient satisfaction and engagement.

• Having the ability to provide customized care anywhere with complete accuracy and efficiency.

• Reducing hospital readmissions, medical errors, and costs while improving the patient experience.

• Establishing efficient and impactful collaboration between patients and clinicians.

• Handling emerging cybersecurity threats.

How to Sell/Position

Patient safety always comes first. Healthcare IT decision-makers need reliable technology that secures data and streamlines workflow to improve accuracy for better clinical decisions, ultimately leading to better patient outcomes. It's vital to comprehend the myriad decision-maker roles and their respective primary pain points in order to effectively sell within this industry.

CIOs →	Solve system interoperability issues, meet security and compliance needs, and balance human capital resources so IT can support regulatory, care delivery, and financial requirements.
VPs of IT Directors/Managers of IT →	Address users' differing and diverse technology needs; on the front lines when there's an IT problem and when security is needed for IT, networks, and systems.
Chief Medical Officers (CMOs)/Chief Nursing Officers (CNOs) →	Review workflow inefficiencies and know the immediate impact of new technology on patient safety and day-to-day operations of hospital staff.
Directors of Purchasing/ Procurement →	Create/balance budget demands for all departments, including IT; working with GPOs to secure competitive pricing.

Recommended Services

Healthcare providers are continually challenged to drive process efficiencies and improve the patient experience, despite limited IT resources and increasing security concerns. Engage Lenovo Services to help support overburdened internal teams and transform IT for positive healthcare outcomes.

Keep Your Drive
Stay in compliance with HIPAA patient data privacy and retention requirements by keeping your drive in your possession in the event of a warranty claim, minimizing the risk of a data breach.

Online Data Backup
Protect confidential patient data securely in the cloud. Lenovo Online Data Backup allows healthcare providers to securely store sensitive data in the cloud with a simple automatic backup.

Asset Recovery
It is crucial in the healthcare industry to ensure that end-of-life PCs are properly disposed of and sensitive patient data is erased. Lenovo Asset Recovery services are compliant with environmental and government regulations.

Windows 10 Application Rationalization and Readiness Services
Many healthcare providers like your customers have been resisting the Windows 10 upgrade because of overburdened IT teams and lack of expertise with complex technology environments. Lenovo's comprehensive application readiness, remediation, and configuration solutions automate the testing process and issue resolution so your customer can save time, costs, and resources with a transition to the new operating environment.

Whiteboard Sessions
Healthcare providers are striving to implement process improvements that can help save time and lift the burden on their IT teams. Schedule a whiteboard session with Lenovo Services experts to help your customers map out their end-to-end PC deployment process and uncover operational inefficiencies that may be costing them thousands of dollars.

Lenovo In-Place Migration (IPM)

Lenovo IPM can automate the Windows 10 upgrade process, reducing reliance on overburdened IT teams. An automated provisioning and migration process, IPM can be initiated by an end user and delivered securely from Lenovo Cloud Deploy at a point when the user is ready to migrate.

Managed Services

Lenovo's Managed Services combine comprehensive project management with exceptional technical execution to address the unique needs of your customer.

Help Desk

Augment IT staff with incremental headcount for short-term and long-term projects.

Custom BIOS

Tailor BIOS settings in the factory for the needs of your customer's healthcare organization.

Custom Imaging

Automate the imaging process and free up IT resources to focus on more-important initiatives, such as HIPAA compliance.

Advanced Deployment Services

Your customer's customized image is preloaded during manufacturing and final configuration activities are completed with a simple user self-install wizard. This tool can save up to 3 hours of technician time per PC and 76% in costs.

Deployment Automation Services

Zero-touch deployments mean IT staff can be freed up to focus on critical tasks that support the organization's strategy, such as application migration, cloud, and security.

First Boot

First Boot services automate provisioning tasks in manufacturing so systems arrive ready to work, significantly reducing deskside configuration time.

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Smart Image

Simplify image management with one dynamic image across multiple hardware platforms.

Premier Support

Premier Support is a service package designed for customers who want to bypass basic troubleshooting and experience shorter waiting times, reduced repair times, and higher first-time fix rates. It's a direct line to advanced-level phone support and is designed to expedite problem resolution. Premier Support is designed to give your customers the best service experience available with our Onsite Next Business Day (NBD) warranty service.

Asset Tagging

Collaborate with Lenovo's Configuration Services team to lay the foundation for a strong asset management program. Our Asset Tagging services allow your customer to streamline deployment, saving time and reducing the risk of loss or theft of valuable technology assets. PCs are protected from day one and will be easily identifiable and trackable right out of the box. Our flexible Asset Tagging options meet the exact needs of your customer.

Laser Etching

Combine Asset Tagging with Laser Etching services to provide a secure, tamper-resistant means of identifying your customer's PC assets. Systems can be etched with customer logo and messaging. PCs are secured while providing a unique way to promote the customer's brand.

Cloud Recovery

Lenovo will maintain your customer's custom image, keeping it updated and performing as expected with the hardware. Hard drive or software failure can negatively affect mobile users. With Cloud Recovery, users can fully restore their custom image remotely, without assistance from IT. The result is an error-free custom image, deployed in just a few minutes to get on-the-go users working again.

Accidental Damage Protection

Accidents happen, even to exceptionally engineered PCs, especially when the PCs are subjected to the wear and tear of use within the healthcare setting. With a one-time initial investment, Accidental Damage Protection (ADP) provides a fixed-cost, fixed-term solution that saves healthcare administrators from the hassle and expense of accidental damage.

GOVERNMENT

Connected government is about using technology to create results—boosting productivity, transforming the power of information, and strengthening IT infrastructure. State and local agencies need secure solutions that enable mobility and deliver mission-critical performance. Currently serving over 70 U.S. military and civilian federal agencies, Lenovo is a proven resource for government IT products and services.

LENOVO DELIVERS **unprecedented reliability** & **unbeatable mobility** TO OVER 900 STATE AND LOCAL AGENCIES ACROSS AMERICA

Government: Top IT Challenges

• Security and risk management

• Cloud services: strategy, service management, and data ownership

• Business intelligence and data analytics: communicating value

• Legacy modernization

• Agile and incremental software delivery: iterative design

• RFP and bidding process

• Disaster recovery and continuity of operations: easy data backup and restore

How to Sell/Position

While security is top of mind, agency decision-makers must ensure their budgets are being spent on flexible solutions that will meet the needs of different departments. The key to success is to understand their primary roles and most significant pain points.

Agency Executives	→	Need reliable, sage, and agile solutions to support stakeholders and citizens.
CIOs	→	Want modernized infrastructure to reduce complexity, increase agility, and improve security.
CFOs	→	Demand solutions that streamline administrative and operational costs, allowing reinvestment in citizen services.
End Users	→	Expect consumer-grade experiences with online government services.

Lenovo™

Recommended Services

Lenovo's exhaustive product portfolio meets the specific needs of government IT capacity, integration, security, and reliability. Lenovo provides comprehensive services to optimize and support the effectiveness of every product—from design to end of life.

Keep Your Drive

Lenovo's Keep Your Drive service provides a convenient and secure way for customers to retain their drives and confidential data in the unlikely event of a failure. This mitigates civil liability risks and the potential costs associated with data falling into the wrong hands. Keep Your Drive covers multiple failures in a system.

Premier Support

Lenovo Premier Support provides direct access to skilled and experienced Lenovo technicians offering comprehensive hardware and software support. Our expert troubleshooters have the advanced technical know-how and systems knowledge to quickly provide solutions and advice that will keep your customers' hardware and software operating at optimal effciency. Plus, each case is assigned a consistent point of contact within Lenovo to ensure that each customer's case resolution is professionally managed from start to finish with courteous and consistent communication.

SMB (Small and medium businesses)

Small and medium businesses make a huge impact in the global economy. Lenovo solutions, services, and support help give these businesses the edge. With business-boosting technology, expertise across categories, and trusted confidence around the world, Lenovo's innovations make business better.

WITH A PRESENCE IN **160 COUNTRIES** WITH **3,000 FIELD SERVICE LOCATIONS** AND **OVER 150,000 PARTNERS** LENOVO UNDERSTANDS THE SIGNIFICANT ROLE THAT IT PLAYS IN BUSINESS

SMB: Top IT Challenges

• Security and risk management

• Reliability and efficiency

• Mobility

• Cloud services: strategy, service management, and data ownership

• Business intelligence and data analytics: communicating value

How to Sell/Position

While security is top of mind, SMB IT decision-makers often work with limited budgets and big expectations.

• Startups are seeking cost-effective bundles to remove concerns and establish readiness for productivity and mobility.

• Small businesses want to maximize productivity to increase output and efficiency while being able to take business on the road without missing a beat.

• The global economy makes mobility solutions integral to the success of SMB customers. Lenovo provides hardware, software, and accessories to meet mobility and security needs.

Recommended Services

Lenovo's exhaustive solution portfolio meets the specific needs of SMB, and our comprehensive services optimize and support the effectiveness of every product—from design to end of life.

Keep Your Drive

Lenovo's Keep Your Drive service provides a convenient and secure way for customers to retain their drives and confidential data in the unlikely event of a failure. This mitigates civil liability risks and the potential costs associated with data falling into the wrong hands. Keep Your Drive covers multiple failures in a system.

Sealed Battery Warranty

Select Lenovo PCs incorporate a battery specifically designed for ultrathin products. This sealed non-Customer Replaceable Unit (non-CRU) battery is designed to last three years under normal usage and, with RapidCharge technology, charges 2.5 times faster than typical ThinkPad® batteries. Because a better battery deserves better protection, customers can extend their base warranty to a 2- or 3-year Sealed Battery Warranty (available with warranty extension). A low upfront cost provides significant savings relative to a non-covered battery replacement and saves the hassle and frustration of dealing with unplanned IT expenses.

Premier Support

Lenovo Premier Support provides direct access to skilled and experienced Lenovo technicians offering comprehensive hardware and software support. Our expert troubleshooters have the advanced technical know-how and systems knowledge to quickly provide solutions and advice that will keep your customers' hardware and software operating at optimal effciency. Plus, each case is assigned a consistent point of contact within Lenovo to ensure that each customer's case resolution is professionally managed from start to finish with courteous and consistent communication.

Accidental Damage Protection

Accidental Damage Protection (ADP) belongs to the family of Lenovo Protection Services and complements Lenovo Warranty Services with the option of protection due to unintentional electrical surge, liquid spills, drops or bumps, and LCD damage. ADP provides continued coverage and multiple repairs or a single replacement of your customer's laptop or desktop.

Onsite Service

Under Onsite Service, a service technician will visit your customer's location to repair a machine, unless the problem can be solved by sending a CRU to the customer. The date and time for Onsite Service will be mutually agreed upon. Lenovo will either repair or exchange the failing machine at your customer's location and verify functionality. Even with Onsite Service, some repairs may need to be completed at a service center. If so, the service provider will send the product to the service center and return the repaired or replaced product to the customer at the service center's expense.

International Warranty Upgrades

International Warranty Upgrades are available for purchase to globally extend Accidental Damage Protection (ADP), Keep Your Drive (KYD), and Sealed Battery replacement (Sealed BTY) services. The country must support the upgrade, and the machine type must have been previously announced in that country. International upgrades are available for Think-brand products from one to five years. In order to purchase the International Warranty Upgrade, Accidental Damage Protection, Keep Your Drive, and Sealed Battery must have first been purchased, and the upgrade terms (length) must match the warranty term (length).

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POLICIES & PROCEDURES

Escalation Policy

Business partners who need to escalate an issue should contact their Lenovo Channel Account Manager for further information.

Critical Situations (Crit Sit) are escalated on behalf of a specific business customer to resolve a specific issue or issues when:

- A product quality or technical issue is causing significant customer dissatisfaction:
  – Excessive failures unresolved by normal break/fix service.
  – Ongoing intermittent failures.
  – High fail rate of systems due to various failures.
  – Product not performing as designed/not meeting customer expectation.
- Customer is requesting actions beyond fix-on-fail/normal warranty.
- Customer rollout is halted due to quality or technical issues.
- Local complaint escalation is needed to identify/engage worldwide resources.
- Significant Lenovo business is in jeopardy due to product issues.
- Lenovo Executive visibility and/or assistance is needed to address or expedite a resolution for the Crit Sit customer.
- For customers interested in an onsite resource for these issues, recommened exploring the options of a SAM or TAM.

Parts Replacement

Customer Replaceable Unit

Some product problems can be resolved with a replacement part that the customer can install him/herself, called a Customer Replaceable Unit (CRU). Some CRUs are designated as Self-service CRUs, and others are designated as Optional-service CRUs. Installation of Self-service CRUs is the customer's responsibility; the customer may request that Lenovo install an Optional-service CRU according to the warranty service of the product. Lenovo will ship the CRU to the location of the CRU installation. CRU information and replacement instructions are shipped with the product and are available from Lenovo at any time upon request. Customers may find a list of CRUs in the publications that ship with the product or at www.lenovo.com/CRUs.

Customers may be required to return the defective part that is replaced by the CRU. When return is required:
• Return instructions, a prepaid shipping label, and a container will be included with the replacement CRU.
• Customer may be charged for the replacement CRU if Lenovo does not receive the defective part within thirty (30) days of receipt of the replacement CRU. See Lenovo Limited Warranty documentation for full details.

Technician installation of Customer Replaceable Unit (CRU) parts
Basic System Warranty coverage requires customer replacement of many PC parts and components. Lenovo's Onsite + Technician Installation of CRUs lets your customer avoid the time and hassle associated with CRU part replacement and have the convenience of onsite installation by a Lenovo-qualified technician.

• Onsite + Technician Install of CRU parts is ideal for remote locations where technical resources are not available or for organizations with inexperienced end users.
• Free IT staff from internal part installation so they have more time to deal with mission critical business.
• Consistent, best-in-class quality of Lenovo-qualified parts and Lenovo-qualified technicians ensures the ongoing value of your customer's product.
• With Lenovo's Onsite Technician Installation of CRUs, parts that would normally be installed by the user are now installed by a Lenovo-certified technician..
• Lenovo's Onsite + Technician Installation of CRUs is available for Think notebooks, desktops, workstations, and All-in-Ones and comes standard with some Four-Hour Onsite 9/5 and 24/7 ThinkStation upgrades.

Field Replaceable Unit

A service part Field Replacement Unit (FRU) is used to replace a defective part installed or attached to your customer's computer. Service part FRUs are identified by a seven-digit number on the part itself (for example, FRU P/N 11x1111). The FRU can be purchased and replaced by the customer or a Lenovo-qualified technician. If the customer chooses to purchase and replace the FRU part, the package will come with the replacement part only. Other materials, such as a software CD, cables, or a User's Guide will not come with the package. Some parts in the system may be FRU, and customers can choose to have an onsite technician perform the replacement.

Request an FRU.

If the system is still covered by the warranty, then Lenovo recommends the customer contact their local technical support center to enable the parts replacement procedure for a defective part.

Find local tech support (ASP).

Parts Look Up

Service parts are to be used only for repair and not for sale. All brands are applicable.

Accessories, parts replacement, and upgrade options are all available in the Accessories and Upgrades section on Lenovo.com. Alternately, call Order Assistance at 1-855-2-LENOVO (1-855-253-6686).

Return Merchandise Authorization Process

Business partners should contact their distributor of choice to initiate the return process.

Terms & Conditions

⟳ *The Lenovo Services Warranty Service Agreement terms and conditions for warranty extensions and upgrades can be found here.*

⟳ *The Statement of Limited Warranty—Lenovo License Agreement related to the base warranty of systems can be found here.*

Additional Conditions

• Products sold before 2015 are not covered by International Warranty.

• Accidental Damage Protection (ADP) must be sold in the first 90 days after system purchase.

• ADP allows for one full system replacement during coverage period and does not apply to the replacement system.

• Sealed Battery Warranty must be sold in the first year the battery is under base warranty coverage.

• IDEA coverage is best-effort, second-day repair.

• Warranty terms have to match upgrades (e.g., 3-year warranty has to be on system in order to add 3-year ADP). Exception: Sealed Battery Warranty information can be found here.

• Must activate certain services and update information if system is moved.

• Open box or refurbished equipment is not covered by upgrades.

• IWS and International Upgrade are not the same coverage; see definitions.

• Premier Support is end-to-end case and not account-based.

• Keep Your Drive doesn't apply for drives that are soldered to the memory board.

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• If the device has two internal batteries, the Sealed Battery Warranty upgrade will cover both batteries.
If the device has one external battery and one internal battery, your customer will require two battery
warranties to have both batteries covered. Non-sealed battery warranties are available for purchase.
When a call is made to technical support, the technicians will use an existing diagnostic tool to determine
if the battery will qualify for replacement.

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Acronym/Name	Description
9/5	9 hours a day, 5 days a week, during normal business hours, excluding local, public, and national holidays.
ADP	Accidental Damage Protection—Protection against unexpected repair costs caused by accidental drops, spills, or electrical surges.
ADS	Automated Deployment Service—Automation of mundane and time-intensive deskside tasks when installing new systems with a user-friendly self-install wizard.
ARS	Asset Recovery Service—Lenovo will safely and securely dispose of any brand of hardware and, where applicable, provide value recovery.
ARS@POS	Asset Recovery Services at Point of Sale—The future disposal of new systems is planned in advance to ensure end-of-life assets do not pose any environmental and data security risks.
Asset Tagging	Systems are labeled at the factory using tamper-resistant tags with customizable information used for tracking and easy identification.
ASP or AWSP	Authorized (Warranty) Service Provider—Lenovo reseller who is authorized to service Lenovo hardware.
Automated Deployment	Includes new system deployment planning and design, factory services like image creation/load, asset tagging, security, installation/deinstallation, Advanced Deployments, ARS, etc.
Base Warranty	The duration and service level of the original Lenovo Limited Warranty.

Acronym/Name	Description
Battery Warranty Extension	The duration of the extended Lenovo Limited Warranty for the battery in a product. Customers are entitled to one battery replacement during the period after the battery's original base warranty period has expired.
Business Hours	8 a.m.-5 p.m. Monday through Friday in local time.
CRU	Customer Replaceable Unit—The customer is responsible for replacing a warranty replacement part under the Lenovo Limited Warranty.
Depot Services	If a problem cannot be resolved via telephone or through the use of a Customer Replaceable Unit (CRU), the device will be repaired or replaced at a designated service center. Shipping expenses paid by the service provider.
Etching	Process of vaporizing the surface finish of a product, exposing the substrate below, creating a black-and-white image (logo, wording, etc.)
First Boot Services	Moves time-intensive deskside tasks associated with new system installation to the manufacturing line. Examples include anti-virus software, LANDesk/SCCM software, common applications, and encryption.
FRU	Field Replaceable Unit—Part that cannot be replaced by customer. Installation will be handled by service technician or ASP.
FMV	Fair Market Value
IMAC	Install-Move-Add-Change; for new and old systems.
Image	All the preloaded software and configurations that govern how each computer operates and connects to a set of applications.

Acronym/Name	Description
International Warranty Upgrade	International Warranty Coverage may be extended to ADP, KYD, and Sealed Battery Warranty with a small, affordable fee.
IWS	International Warranty Service—PC repair coverage for customer who requires a critical warranty repair while traveling internationally.
ITC	Imaging Technology Center—ITC labs are located around the world, where our engineers work directly with customers to build, test, modify, and manage their custom images.
KYD	Keep Your Drive—Under the Lenovo Limited Warranty, a defective part becomes the property of Lenovo in the event of a repair. KYD is an upgraded service that allows customers to keep the defective hard drive.
KPI	Key Performance Indicators
LFS	Lenovo Financial Services—Financing and leasing services.
LOB	Line of Business
Mail-in	Parts/labor coverage. Customer is responsible for shipping (including packaging) and delivery to an ASP or repair center. Available on Idea products only.
MTM	Machine Type Model—First four digits of part number are MT, and the remaining numbers are the model. MT or MTM is required for SmartFind to find compatible services with that hardware.
OLDB	Online Data Backup—Enterprise-grade encryption with automated cloud data backup and web-based administration.

Acronym/Name	Description
Onsite NBD	Onsite Next Business Day—Parts/labor coverage provided onsite at your place of business. If the problem cannot be resolved over the phone or via a CRU, a tech is dispatched to arrive onsite during the next business day (Monday-Friday).
Onsite Service—2nd day	An upgrade from Depot Service for Idea products. If a problem cannot be resolved via telephone or through a CRU, the technician will be dispatched within two days to repair or replace the product at the customer's location (Monday-Friday).
Out of Warranty	Products that have exceeded the base warranty or the extended warranty period.
Post Warranty	Extends the warranty on an expiring or expired product (within 60 days post warranty) by one or two years, depending on the age of the product. Keeps coverage length within the lifecycle of the product.
Project-Managed Deployment	Services for projects with broad requirements related to new and old systems deployments.
Registration	Registration may be completed by the end customer or the Lenovo distributor or partner. Registration helps Lenovo provide customers with quicker and more efficient service and support. Ties the service to the asset serial number.
SN	Serial Number—Can be found on the system, on the asset tag, or in the BIOS.
Smart Image	A single disk image is compatible across all Lenovo-based hardware platforms/models, negating the need for multiple images for multiple model types.
TICRU	Technician-Installed CRU—Upgrade service where an authorized technician will replace CRU parts.

Acronym/Name	Description
Warranty Extension	The duration of the extended Lenovo Limited Warranty for a product.
Warranty Self-Maintainer	Allows Lenovo customers to perform warranty repairs on Lenovo products that they own or lease.
Warranty Service Upgrade	An upgrade to the service delivery type, such as taking Depot service to Onsite service.
Whiteboard Session	A consultative session and in-depth study into a customer's current PC deployment solution with a full end-to-end review of their internal process flows. The intent of the session is to uncover how deployment practices can be optimized.

FAQS

General FAQs

Q: Where to buy?

A: Business Partners should place their orders for Lenovo TopSeller models, corporate models, custom models, options, services, and software with a Lenovo Authorized Distributor.

Q: Where do I find the system Machine Type and Serial Numbers?

A: Go to http://pcsupport.lenovo.com/us/en/find-product-name.

Q: How do I report my sales to Lenovo?

A: Log in to the Partner Portal. Under the Order Management tab in the top navigation, click on End User Reporting.

Q: Where can I get my user ID and password for the reporting site if I don't have it?

A: Send an email to webrr_us@lenovo.com.

Q: If I am having trouble submitting my reporting, who can help me?

A: Send an email to webrr_us@lenovo.com.

Lenovo Partner Portal FAQs

Q: Forgot your password?

A: Go to the Authorized Partner Login page, and then click "Forgotten your password?"

Q: Where can I find a brief overview of all the programs Lenovo offers Authorized Solution Partners?

A: Go to www.lenovopartnernetwork.com/programs.

Q: I haven't received my payment for the TopSeller PDP program. How do I get paid?

A: You can call 1-800-492-8595 or send an email to lv@tradeonemktg.com.

Q: Where can I find the specific details and in-depth explanations of each of the Channel Programs Lenovo offers?

A: Log in to the partner portal. Under the Files tab, click Announcement Letters.

Services FAQs

Q: Who delivers Lenovo's services?

A: Warranty services are delivered through Lenovo Authorized Service Partners or IBM.

Q: Is ADP offered after point of sale?

A: Yes. But it needs to be ordered within the first 90 days after purchase.

Q: Can I purchase ADP in the US and receive ADP services in another country?

A: No. International Upgrade coverage will need to be purchased for ADP to extend to other countries.

Product & Warranties FAQs

Q: Where can I find the warranty upgrade part number that is compatible with the Model Type?

A: Click on the Services tab at the top of the LPN homepage, then navigate to the Warranty Matrix file (WAMO), which is updated monthly. The WAMO can also be found by using the search tool on LPN.

Q: How does my company become a Warranty Service Provider?

A: Log in to the partner portal, under "Service Providers," click on "Become an Authorized Lenovo Service Provider."

Q: How do I find the warranty for my customer's system?

A: Check warranty status here.

Q: My customer's warranty is about to expire and they need more coverage. What should I do?

A: If the system is still under warranty, warranty extensions can still be purchased. If the warranty has expired, Post Warranty options may still be available for purchase.

Q: Where can I view marketing materials?

A: Marketing materials are available on many of the products, services, programs, and resources pages throughout the public LPN site. Lenovo logos and branding can also be found there. You can also easily download marketing materials using the Asset Search Tool.

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Policies & Procedures FAQs

Q: What happens if Lenovo fails to deliver on their promise of a three-day turnaround for Expedited Depot?

A: The customer is refunded their money. This can be initiated by calling 1-800-426-SERV (7378).

Q: Will the Lenovo claims department keep defective parts rather than return them to the system owner?

A: Yes. Under Lenovo Terms and Conditions, defective under-warranty parts become the property of Lenovo.

Q: How can I tell which parts are Customer Replaceable Units or Field Replaceable Units?

A: Customers can access www.lenovo.com/CRUs to view a list of parts.

**Q: If I don't have ADP, am out of warranty coverage, and need a repair, will I be charged for the
replacement parts?**

A: Yes. Once you've sent your system in for repair, the depot technician will determine the parts needed for
replacement and will contact the customer about the cost of parts. If the customer decides to not pay for
the parts, the system will be returned as is.

Q: Can I order parts to keep in stock for my customer or my company?

A: Yes. Navigate to lenovo.encompass.com and select the correct category for the product. Parts are available
for numerous previous generations of products.