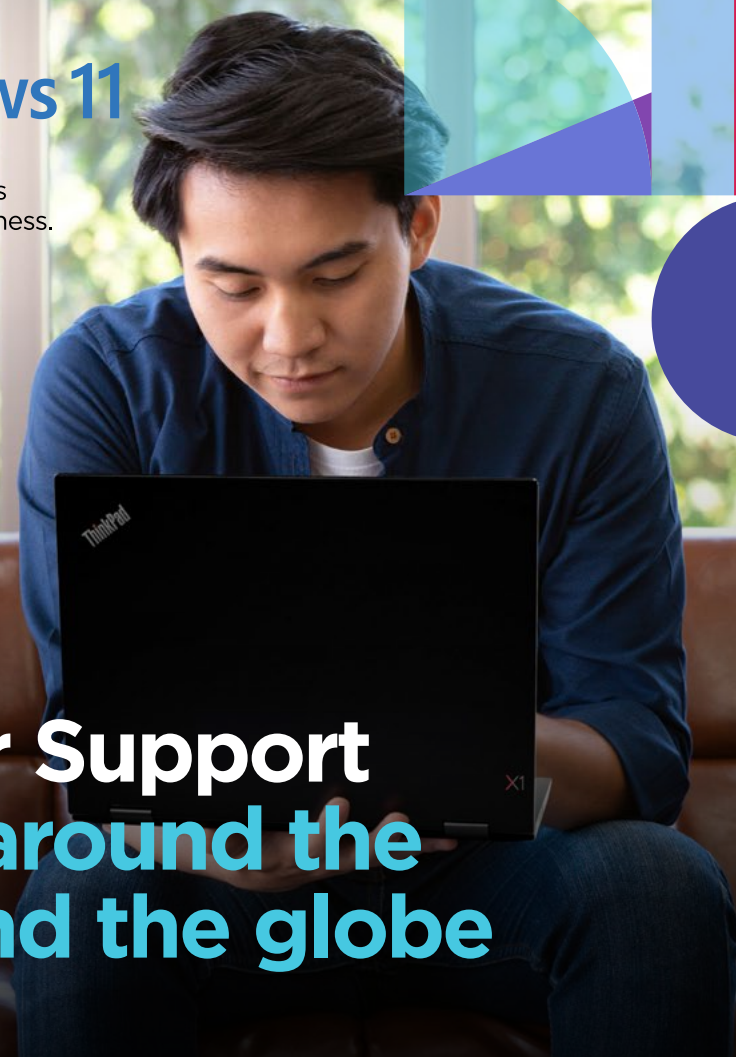




# Windows 11

Lenovo recommends Windows 11 Pro for Business.

With Intel® Evo™ vPro® Platform



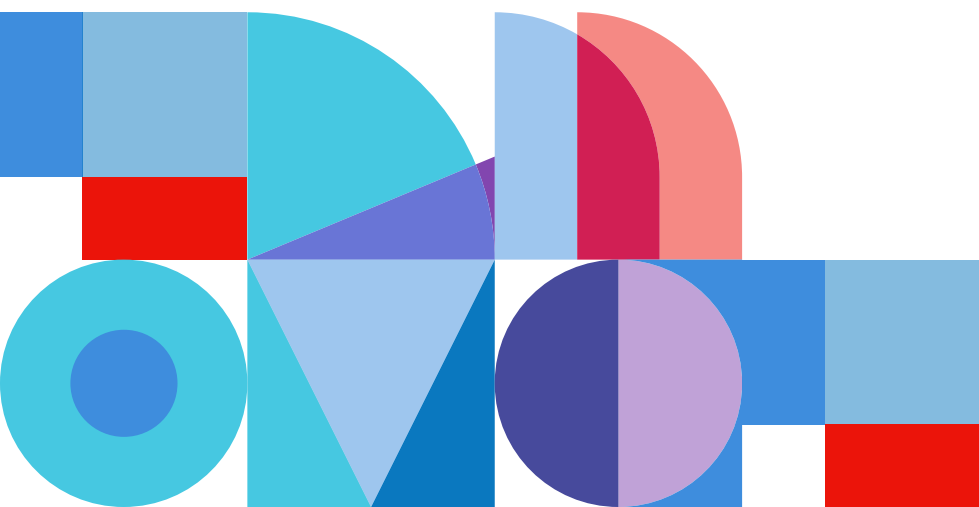
## Lenovo Premier Support Peace of mind around the clock and around the globe

With the hybrid workplace becoming the new standard in industries everywhere, IT teams are faced with an ongoing challenge: How do we meet the greater demands of supporting a hybrid workforce while still making progress on transformational IT projects?

IT leaders across organizations large and small are finding more and more of their limited resources are going toward managing the day-to-day support issues of the hybrid work environment.

**81%** of IT leaders say they are overwhelmed by the functional aspects of their job.<sup>1</sup>

**76%** of IT leaders struggle to balance business innovation and operational excellence.<sup>1</sup>



Smarter technology for all

Lenovo

# A smarter approach to end-user support

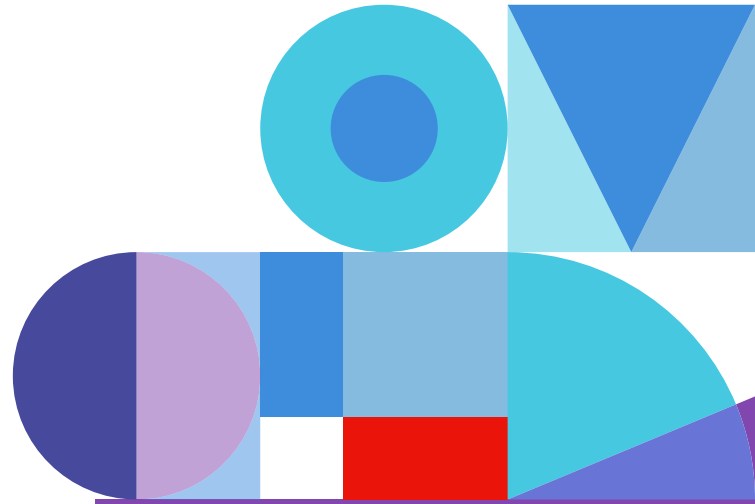
With Lenovo Premier Support, you can reduce complexity, decrease operational costs, and find ways to increase the efficiency of your in-house IT support teams. We manage the day-to-day routine support tasks, freeing you to focus on strategic efforts that move your organization forward.

## Advanced engineers. End-to-end case management. Faster resolutions.

Boost end-user productivity and limit downtime with direct access to elite Lenovo engineers who provide advanced, unscripted hardware and software support. For more complex issues, Lenovo Technical Account Management teams provide end-to-end case management for faster first-time resolutions.

**91%** of Premier Support customers indicate they would purchase again.<sup>2</sup>

**88%** of Lenovo customers indicate they would recommend Premier Support to a peer.<sup>2</sup>



Give your IT team back some time in their day while you give employees peace of mind.



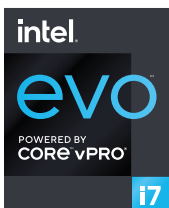
**Comprehensive** hardware, peripheral, and OEM software support<sup>3</sup>



**Dedicated** technical support available 24/7/365



Lenovo's ThinkPad® X1 Yoga running Windows 11 with the Intel® Evo™ vPro® platform delivers reliability, manageability, and ThinkShield protection in a flexible 2-in-1 enterprise PC.



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# Designed to complement your IT team

As technology advances and becomes more complex, IT problems become more complicated. Even the most talented internal IT teams can get stuck. Premier Support addresses the more challenging hardware and software issues with direct tech-to-tech access and a single technical point of contact to manage cases through resolution. Your hybrid workforce stays engaged and productive no matter where they're working, and your IT teams get peace of mind knowing your users are covered by:



**Advanced** technical support available  
24/7/365



**Global** coverage in more than 100 markets  
with local language support



**Warranty** claims including parts and labor,  
onsite labor,<sup>4,5</sup> and parts prioritization<sup>5,6</sup>



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



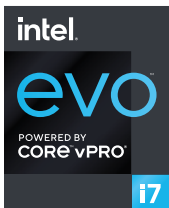
**Powerful** suite of reporting tools  
for your IT team<sup>5,7</sup>



**Comprehensive** hardware, peripheral,  
and OEM software support<sup>8</sup>



**Dedicated** phone number and  
no phone tree menu to navigate



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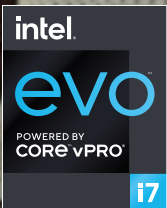
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# Lenovo Premier Support at a glance

Features	Lenovo Premier Support	Lenovo Depot Support (Standard)	Lenovo Onsite Support
24/7/365 advanced technical support with dedicated phone number	✓	—	—
Warranty claims including parts and labor <sup>4,5</sup>	Next-business-day onsite labor and parts prioritization <sup>3,4,5</sup>	Standard SLAs	Standard SLAs
Comprehensive hardware and original manufacturer (OEM) software support <sup>8</sup>	✓	—	—
Single point of contact for simplified end-to-end case management	✓	—	—
Technical account managers for proactive relationship and escalation management	✓	—	—
Standard suite of reporting (dispatching, service level, repeats, in/out warranty) <sup>5,7</sup>	✓	—	—
Lenovo Commercial Portal for install base details, service ticket status, and reporting to help identify trends and proactively address issues <sup>4,5</sup>	✓	—	—



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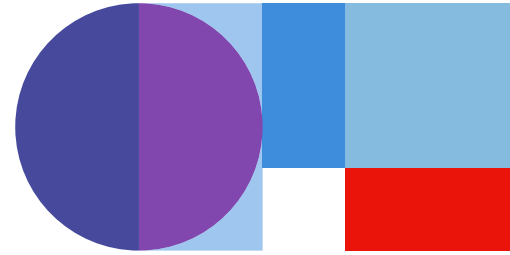
**Lenovo**

# Interested in advanced technical support for your Lenovo ThinkVision® monitors?

Having a reliable monitor is critical for hybrid workers, and we've got you covered. Now you can purchase Premier Support for monitors and enjoy a single support contact experience<sup>9</sup> with our elite Premier Support technical team.

Get how-to and technical assistance across a variety of common questions and issues surrounding configuration, resolution, display settings, and multi-monitor interoperability — along with support on popular industry software, device drivers, and more.<sup>10</sup>

And if we do need to swap out your warranted monitor, your replacement is prioritized over standard claims and delivered to you the next business day through Lenovo Advanced Exchange.<sup>11</sup>

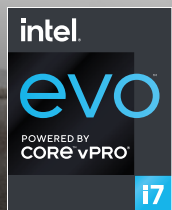


## Simplify as you think bigger

Lenovo Premier Support is easily bundled as part of a Lenovo Device as a Service (DaaS) solution. Lenovo DaaS helps you shorten your refresh cycle with the latest Lenovo devices like the ThinkPad® X1 Carbon featuring Windows 11 and the Intel® Evo™ vPro® platform for a better employee experience. Plus you can free up your IT resources and reallocate capital for other mission-critical projects.

Learn more about how Lenovo is helping organizations like yours navigate and manage the hybrid workplace.

Explore our solutions at [www.lenovo.com/ModernWorkplace](http://www.lenovo.com/ModernWorkplace).



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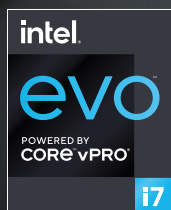


## Sources

- 1 IDG, "State of the CIO," March 2021
- 2 TBR, Premium PC Support Customer Satisfaction Research, March 2020
- 3 Support limited to select software applications on a best-effort basis. Does not include how-to or technical assistance for enterprise software applications or custom, industry-specific software.
- 4 If Lenovo determines the issue is covered by warranty and cannot be resolved over the phone or through a customer replaceable part, repair will be made onsite where service is available. Otherwise, best available service delivery will be used. Calls received after 4:00 p.m. local time will require an additional business day for service dispatch.
- 5 Not available in all markets.
- 6 Out-of-stock parts could delay service delivery.
- 7 Various levels available. Select criteria apply. Contact your local sales representative for more details.
- 8 Support limited to select software applications on a best-effort basis. Does not include how-to or technical assistance for enterprise software applications or custom, industry-specific software.
- 8 Premier Support Technicians will handle each case from end to end. Technical Account managers are available to assist with case management at the discretion of the Premier Support engineer.
- 10 Software and hardware assistance is limited to the ThinkVision monitor entitled to Premier Support service.
- 11 Lenovo Advanced Exchange provides a replacement next business day. You must return the defective monitor within 30 days. Next business day may not be available in some areas. See Lenovo Services Agreement for detailed information.

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