



Smarter  
technology  
for all

Lenovo

Lenovo Support Services

**Smarter** offers support solutions for better learning outcomes.

## Lenovo Education Support

Addressing the challenges of K-12 educators and students today, Lenovo Education Support offers budget-friendly standardized support through expedited Pickup, Repair, and Return and parts prioritization. Reliable and consistent, this distinctive service optimizes learning outcomes and increases IT staff productivity.

Because learning is not confined by classroom walls, advanced technical phone support is available 24/7 to address issues quickly and efficiently, even outside of school hours.

**Lenovo Education Support maximizes learning by minimizing student downtime.**

## Support for unyielding learning.

- Priority pickup, expedited depot break/fix support, and repaired device overnight shipment.
- 24/7/365 premier call center tech support for rapid issue resolution—support can happen even when campus is closed or IT staff is away.
- Have boxes sent overnight to your location and pickup services scheduled at your convenience.
- Enjoy part prioritization and faster repair turnaround time.

# Get exclusive IT support for education that's highly inclusive.

## Prioritized IT support for learning that's always in session.

- The budget-friendly IT support you need to keep devices in students' hands with less learning interruptions.
- Count on Lenovo for after-hour phone support when school is not in session.
- Lenovo provides prioritized IT support that students and IT teams can rely on.
- Always-on learning happens everywhere, thanks to always-on advanced IT support for remote troubleshooting.

## Measurable value with increased productivity and innovation from IT resources.

- No additional troubleshooting needed by district IT staff.
- Saves time and resources by simply sending in the devices to depot for repair.
- Standardized, consistent, reliable services from Lenovo that free up IT staff for increased productivity and more strategic efforts.

## Budget predictability and ease of mind.

- Delivers the right repair and support—every time.
- Attractive price point tailored to your school's operational needs and budgets.
- Reduces unpredicted repair costs to optimize resources.

Lenovo has been a trusted partner to IT leaders for 37 years, helping them transform their vision into value through digital transformation. Now, you can get reliable and consistent smart support designed specifically for education—and with 16M\* devices currently supported, you know your devices are in good hands.

Learn more about **Lenovo Education Support** at [Lenovo.com/education#services](https://lenovo.com/education#services)

Reliable support  
without the wait

**30**  
seconds

Average time IT support  
calls are answered\*

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\*Based on internal metrics obtained between Jan through July 2023 for devices covered by Premier Support Suite