



Lenovo Support Services

Open the door to improved clinical efficiencies and better patient experiences

Premier Support Plus for Healthcare

Healthcare is a critical infrastructure industry and that means that devices used on the front-line need to be reliable, secure, and dependable. They could be in use 24/7 by multiple users and be exposed to a wide range of accidental damage risks through drops and spills.

In the clinical setting where every second counts, allow your clinicians and allied critical personnel to stay focused on patient care, rather than trying to connect with tech support for device assistance. Decreasing IT down-time is imperative for clinicians to avoid disruptions to care.

Lenovo's Premier Support Plus removes the break/fix burden from IT Teams so they can spend more time innovating and focusing on solutions that improve clinical efficiencies and workflow and provide better patient experiences. In-house IT teams in healthcare are extended with supporting remote and hybrid workforces while driving the digital transformations of their healthcare organizations.

You've invested in Lenovo devices, and we'll help you maximize your ROI by protecting them and having Lenovo support engineers available 24/7/365 focused on first time and rapid fix, decreasing clinical down time.

We help you monitor the overall health of your device fleet by leveraging AI insights, powered by Lenovo Device Intelligence to deliver proactive and predictive alerts. These insights enable pre-emptive issue remediation to avoid patient disruption and ensure productivity.

To learn more about Premier Support Plus visit lenovo.com/premier-support-plus

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Premier Support Plus at a glance

Premier Support Plus delivers seamless, reliable, and repeatable IT support that works every time, reducing downtime to maximize end user productivity.

| FEATURES | Basic Depot Support | Basic Onsite Support | Premier Support | Premier Support Plus |
|--|---------------------|----------------------|-----------------|----------------------|
| Break / fix support for broken machines | ✓ | ✓ | ✓ | ✓ |
| Advanced technical support available 24 x 7 x 365 | X | X | ✓ | ✓ |
| Comprehensive hardware and original equipment manufacturer (OEM) software support ¹ | X | X | ✓ | ✓ |
| Single point of contact for simplified end-to-end case management | X | X | ✓ | ✓ |
| Technical Account Managers for escalation management | X | X | ✓ | ✓ |
| Next business day onsite labor & parts prioritization ² | X | X | ✓ | ✓ |
| Standard reporting available (service level, repeats, in/out warranty, etc.) | X | X | ✓ | ✓ |
| Lenovo Service Connect for asset management, product support, and service case (or request) tracking | X | X | ✓ | ✓ |
| Premier Asset Tag Option for inventory management and Premier contact center information | X | X | ✓ | ✓ |
| Proactive and predictive issue detection, case creation, and notification ³ | X | X | X | ✓ |
| Services Engagement Manager (SEM) for proactive asset reporting & relationship management ⁴ | X | X | X | ✓ |
| Accidental Damage Protection (ADP) covers accidents beyond system warranty ² | X | X | X | ✓ |
| Keep Your Drive (KYD) hard drive retention ² | X | X | X | ✓ |
| Sealed Battery (SBTY) coverage for up to 4 years ² | X | X | X | ✓ |
| International Service Entitlement (ISE) extends ADP, KYD, and SBTY coverage internationally | X | X | X | ✓ |
| Coverage for consumer products sold to commercial customers | X | X | ✓ | ✓ |

To learn more about Premier Support Plus, visit:

www.lenovo.com/premier-support-plus

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(1) OEM software only, level 1 best effort support (2) Dependent on market, parts, and HW availability (3) Customer authorization and Win10 or Win11 OS required; Component replacements provided on amber alerts, even without diagnostics issue confirmation (4) 500-unit minimum

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