

How much help is onsite tech support in an offsite world?

Lenovo Premier Support is global, unscripted — and answers the call 24/7

More employees are working remotely than ever before. Deliver unscripted tech support to every employee — in every location — and free up your onsite help desk.

Leverage the power of the Intel vPro® platform

Pairing Lenovo's Premier Support with built for business Intel vPro® platform devices gives you remote support capabilities that go beyond the operating system. Even if the device is powered off, technicians can diagnose and resolve issues.



ThinkPad X1 Yoga

Your partner in IT support

Give your IT team back some time in their day while you give employees peace of mind. We've got you covered with Lenovo Premier support.

Contact your Lenovo representative today to learn more or visit www.lenovo.com/EnterpriseSolutions.

ThinkPad

How does Lenovo Premier Support measure up?

91%

of Premier Support customers indicate they **would purchase again**.

88%

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

Source: TBR, Premium PC Support Customer Satisfaction Research, March 2020

We're your backup

Lenovo Premier Support provides employees direct access to expert Lenovo technicians with just a phone call. No telephone trees to navigate, no scripted responses. Just trained professionals ready to help. No matter where your employees are working, we've got you covered with:



Comprehensive hardware, peripheral, and OEM software support¹



Warranty claims including parts and labor, onsite labor,^{2,3} and parts prioritization^{3,4}



Global coverage in more than 100 markets with local language support



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



Dedicated technical support available 24/7/365



Comprehensive suite of reporting tools for your IT team^{3,5}

¹ Support limited to select software applications on a best-effort basis. Does not include how-to or technical assistance for enterprise software applications or custom, industry-specific software.

² If Lenovo determines the issue is covered by warranty and cannot be resolved over the phone or through a customer replaceable part, repair will be made 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.

³ Not available in all markets.

⁴ Out-of-stock parts could delay service delivery.

⁵ Various levels available. Select criteria apply. Contact your local sales representative for more details.



Built for Business

Smarter
technology
for all

Lenovo