

ThinkAgile HX Series Appliance Services



Lenovo's end-to-end data center services make the most of your software-defined infrastructure

Maximize your uptime, optimize your IT investments, and accelerate time to value. Lenovo's ThinkAgile Advantage services deliver proactive, solution-oriented support for your Lenovo ThinkAgile HX Series appliances.

The ThinkAgile HX Series helps reduce data center complexity by integrating software from the market leader in hyperconvergence, Nutanix, onto Lenovo's highly reliable and scalable servers. This flexible building block approach comprises fully integrated and tested compute, storage, and preloaded virtualization management software, enabling easy scale-out clusters to support your business growth. At the same time, it minimizes your data center footprint.

ThinkAgile Advantage services are included with your ThinkAgile HX Series appliance, and we're here to go the distance. We'll provide end-to-end case management and problem resolution, with a dedicated Lenovo phone number for expedited response. Lenovo ThinkAgile Advantage services extend these benefits with 24x7 support, allowing your IT team to focus on developing proficiencies that give your business a competitive edge. It's an efficient way to keep your investment working for you, with minimal disruption to your staff resources.

Plus, Lenovo's comprehensive services portfolio spans the entire lifecycle of your Lenovo IT assets. Tailor your data center services to meet specific business needs and response-time targets with preconfigured support levels. Our industry-leading Premier Advanced, Premier Essential, and Premier Foundation services take the complexity out of supporting today's demanding IT environments and help ensure smooth data center operations. Additional service options include Assessment Workshops, Hardware Installation for ThinkAgile, Deployment, Managed Services, Health Checks, and more.

Our expert technicians know how to help you maximize IT effectiveness and provide an agile, transformative service experience. Unlock the tremendous potential of software-defined infrastructure with Lenovo's world-class data center services.



ThinkAgile Advantage Support

Divide and conquer. Let Lenovo experts keep your ThinkAgile HX Series solution running smoothly while you focus on business priorities.



Single Point of Support

Expedite IT response with proactive support around the clock. Your ThinkAgile Advantage services team will:

- Own end-to-end case management and problem resolution for the entire ThinkAgile HX solution
- Be available 24x7 to answer calls received over a dedicated Lenovo phone number
- Manage all calls to conclusion, backed by quick access to Lenovo product engineering and Nutanix software support
- Simplify warranty entitlement

Recommended Service Options

Heighten IT agility. Lenovo's industry-leading data center services build on ThinkAgile Advantage support to meet specific business needs.



Assessment Workshop

Understand your options. During the Assessment Workshop, Lenovo experts explain deployment alternatives and discuss different ways to help increase the return on your IT investment. Our professional consultants will:

- Evaluate trends and best practices to identify opportunities for IT system and infrastructure improvements
- Plan power and cooling infrastructure for high-density systems and cloud-based environments, as well as retail and campus environments

Hardware Installation for ThinkAgile

Speed time to value. During the Hardware Installation process, a skilled Lenovo technician will:

- Visually inspect hardware for damage
- Connect physical equipment and power on the hardware
- Conduct thorough testing to verify full operation and readiness for deployment



Deployment

Maximize IT effectiveness. Choose from three service levels to suit your deployment requirements. An expert Lenovo technician will:

Base

- Verify and update appliance firmware
- Validate Nutanix Acropolis Operating System (AOS), VMware ESXi, or Microsoft Hyper-V version and connect the appliance to the client network
- Install and configure the hypervisor and Nutanix controller virtual machine (VM)
- Create the Nutanix cluster
- Configure storage
- Configure administrative features
- Verify Nutanix Cluster Checks (NCC)

Advanced

- Install and configure a single VMware vCenter Server Appliance, or integrate it with an existing instance
- Install and configure Microsoft Hyper-V and System Center Virtual Machine Manager (SCVMM)
- Configure Nutanix containers and Acropolis Hypervisor (AHV) clusters
- Review training checklist and transfer knowledge

Advanced + XClarity

- Include all Advanced deployment services
- Install the Lenovo XClarity IT infrastructure management virtual appliance
- Install system updates in accordance with best practices
- Configure XClarity Pro for upward migration

YourDrive YourData

Protect sensitive data and maintain compliance with corporate retention and disposal policies. Lenovo's YourDrive YourData retention service alleviates liability risks by enabling you to:

- Retain failed drives¹ for extra data protection—otherwise, failed drives must be returned to Lenovo
- Dispose of retained drives¹ at your discretion

Committed Service Repair

Safeguard near-continuous availability. Under the terms of Lenovo's Committed Service Repair, a technician will get covered hardware fixed and operationally ready within the specified time following your service call.

Managed Services

Gain 24x7 remote monitoring, technical system management, and on-call coverage from Lenovo's Managed Services professionals, who have in-depth knowledge of enterprise IT environments across a wide range of industries. Our experts will:

- Continuously monitor infrastructure hardware and software, including the OS and hypervisor
- Resolve reported Lenovo hardware and solution-specific, software-related problems
- Report support problems that require your attention
- Conduct quarterly remote health checks

Health Check

Optimize IT performance and efficiency. During the ThinkAgile HX Health Check, a skilled Lenovo technician will:

- Review and validate your hardware configuration, prerequisites, and dependencies
- Verify interoperability of firmware and drivers
- Confirm recommended OS and cluster software
- Investigate any alerts or address concerns
- Optionally update firmware, drivers, OS, hypervisor software, and ThinkAgile HX cluster software
- Ensure network connectivity and ThinkAgile HX infrastructure health

Accelerate Your Digital Transformation

Lenovo's data center services professionals and expert technicians are with you every step of the way.



Preconfigured Data Center Support

Boost your basic warranty. Three simplified support levels match onsite response to the importance of a particular system, workload, or application environment. Customize with Lenovo's recommended service options to fit specific business requirements. World-class Premier Support² provides direct, technician-to-technician access.

Advanced

- Two-hour onsite response, 24x7
- Onsite installation of all replacement parts
- YourDrive YourData
- Warranty extension to 3-5 years
- *Recommended Service Options:* Premier Advanced, Hardware Installation for ThinkAgile, Deployment, Committed Service Repair within 6 hours of support call

Essential

- Four-hour onsite response, 24x7
- Onsite installation of all replacement parts
- YourDrive YourData
- Warranty extension to 3-5 years
- *Recommended Service Options:* Premier Essential, Hardware Installation for ThinkAgile, Deployment, Committed Service Repair within 24 hours of support call

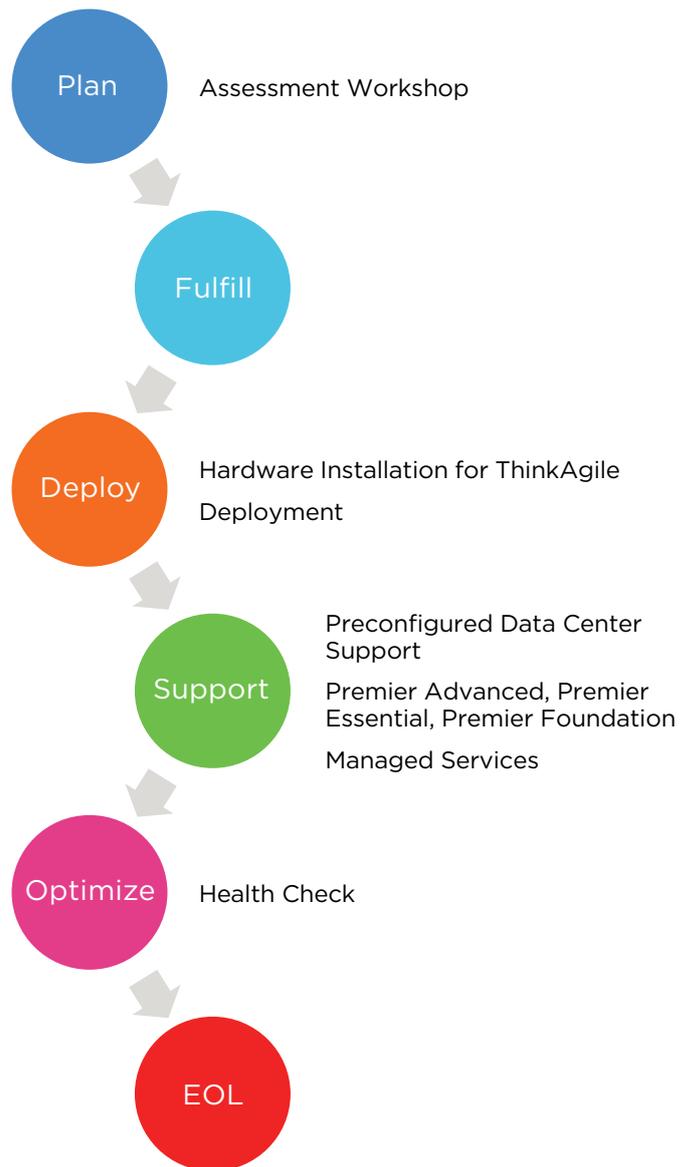
Foundation

- Next-business-day onsite response during normal business hours, 5 days per week
- Onsite installation of all replacement parts
- Warranty extension to 3-5 years
- *Recommended Service Options:* Premier Foundation, Hardware Installation for ThinkAgile, Deployment, YourDrive YourData

¹ Covered drives include the following: hard drive designed to operate in hard drive bay, solid-state drive designed to operate in hard drive bay, Flash I/O drive as add-on card, Flash memory module (Flash DIMM), and Lenovo server USB Flash keys.

² Lenovo's worldwide Premier Support service includes 24x7 support for select countries and languages, together with onsite support maintenance.

Customers Who Obtained These Services Also Considered...



Lenovo offers a comprehensive portfolio of services that supports the full lifecycle of your Lenovo IT assets. At every stage—plan, fulfill, deploy, support, optimize, and end of life (EOL)—we offer the expertise and services you need to more accurately budget for IT expenses, deliver better service-level agreements, and generate greater end-user satisfaction. Let Lenovo Services' unique offerings and expertise help you get the most out of your technology investment.

Contact your Lenovo representative or Business Partner to learn more about Lenovo's ThinkAgile Advantage services. Also visit www.lenovo.com/DataCenterServices

