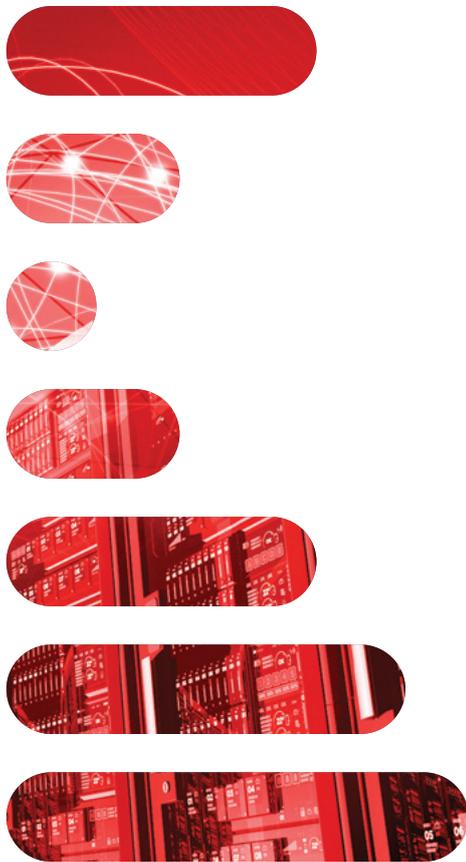


ThinkAgile SX for Microsoft Azure Stack Services



Lenovo's first-class, end-to-end data center services make the most of your hybrid cloud investment



The future is here now, and we know the way. Lenovo's expert ThinkAgile Advantage support team helps solve complex IT challenges to simplify your journey. Our transformative portfolio of data center services takes IT agility to new heights with the Lenovo ThinkAgile SX for Microsoft Azure Stack.

It's next-generation IT, made easy. Your organization enjoys a consistent hybrid cloud experience across the Azure public cloud and into your data center. Your business benefits from the ease and responsiveness of a public cloud together with the security and control of on-premises IT resources. And your developers get the best of both worlds—building, testing, and deploying apps securely in the private cloud while taking advantage of public cloud elasticity.

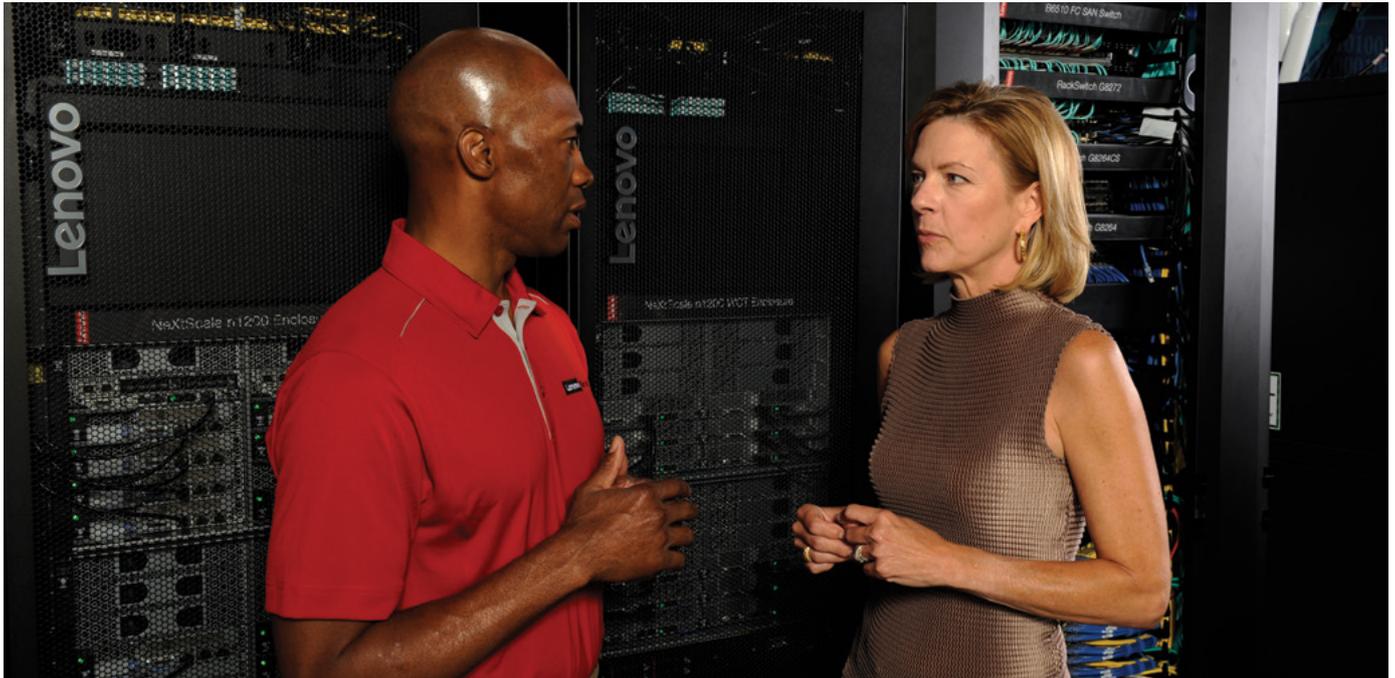
ThinkAgile Advantage services are included with your ThinkAgile SX for Microsoft Azure Stack solution. Our ThinkAgile Advantage support team will get your hybrid cloud off to a flying start with accelerated deployment. And we're here to go the distance. We'll provide a dedicated Lenovo phone number for 24x7 access to end-to-end, solutions-oriented support.

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, Managed Services, Health Checks, and more.

Our expert technicians know how to help you maximize IT effectiveness. Make the most of your hybrid cloud investment and unlock the tremendous potential of software-defined infrastructure with Lenovo's industry-leading data center services.

ThinkAgile Advantage Deployment and Support

Divide and conquer. Let Lenovo experts get your ThinkAgile SX for Microsoft Azure Stack up and running while you build cloud proficiencies to sail past the competition.



Deployment

Maximize IT effectiveness with comprehensive hardware and software deployment. A skilled Lenovo technician will:

- Assess infrastructure connections in the ThinkAgile SX for Microsoft Azure Stack solution rack and make necessary refinements
- Configure Lenovo cloud-optimized compute nodes residing in a single rack
- Configure network switches in the rack
- Deploy the hardware lifecycle node and the Lenovo XClarity IT infrastructure management virtual appliance
- Establish and configure Microsoft Azure Stack software across all compute nodes in the customer environment
- Execute validation scripts to complete deployment



Single Point of Support

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

- Own end-to-end case management and problem resolution for the entire ThinkAgile SX for Microsoft Azure Stack 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 third-party software support
- Simplify warranty entitlement

Accelerate Your Digital Transformation

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





Recommended Service Options

Heighten IT agility. Lenovo's industry-leading data center services build upon 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

YourDrive YourData

Protect sensitive data. Maintaining compliance with corporate retention and disposal policies alleviates liability risks.

Lenovo's YourDrive YourData retention service helps you:

- Keep your data under your control
- Meet data privacy requirements
- Dispose of the drive 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 monitoring and technical system management from Lenovo's team of 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
- 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 SX for Microsoft Azure Stack Health Check, a skilled Lenovo technician will:

- Update firmware on compute nodes and network switches residing in a single rack
- Enhance Lenovo drivers for Microsoft Azure Stack
- Upgrade the XClarity IT infrastructure management virtual appliance

Customers Who Obtained These Services Also Considered...

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 Support¹ provides direct, technician-to-technician access.

Advanced

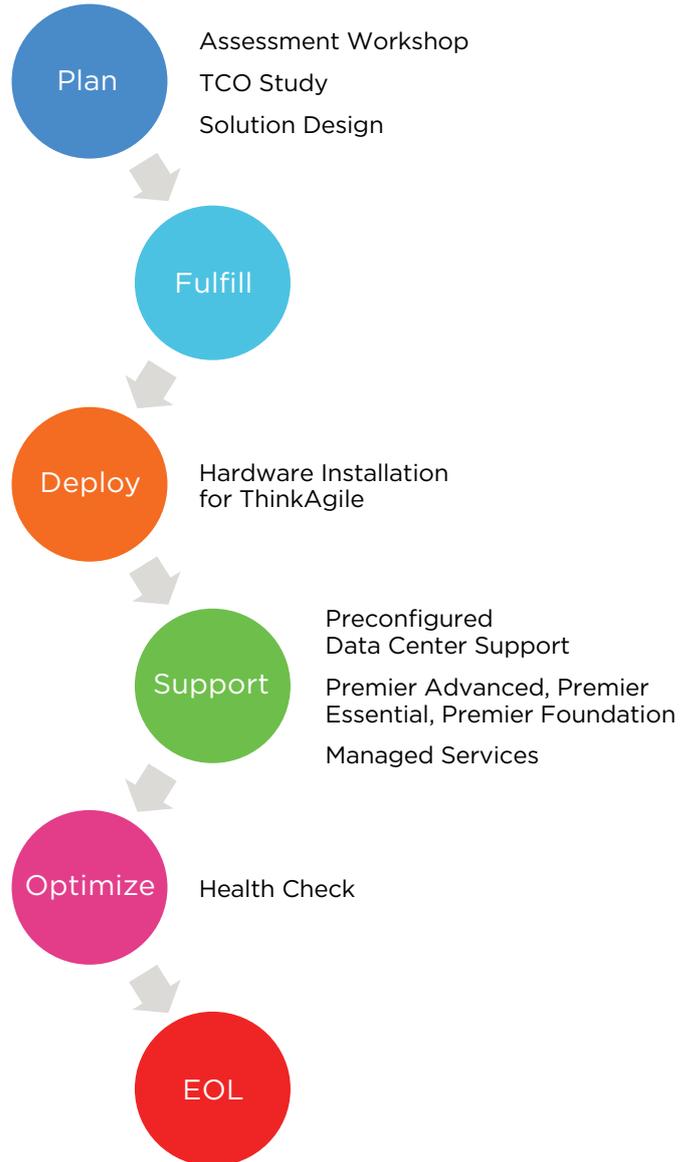
- Two-hour onsite response, 24x7
- Onsite installation of all replacement parts
- YourDrive YourData
- Warranty extension to 3-5 years
- *Recommended Service Options:* Premier Advanced, Hardware Installation for ThinkAgile, Committed Service Repair within 6 hours

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, Committed Service Repair within 24 hours

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, YourDrive YourData



¹ Lenovo's worldwide Premier Support service includes 24x7 support for select countries and languages, together with onsite support maintenance.

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. All services may not be available in all countries.

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

