

Data Center Support



Boost your basic warranty with preconfigured service options

Whether you are deploying a single server or a complex IT environment running mission-critical applications, Lenovo is here to help. We understand that all workloads are not created equal. And assembling the right mix of services from a long menu of data center support options can be daunting.

Lenovo simplifies the decision-making process with three preconfigured data center support levels: Foundation, Essential, and Advanced. Each support level upgrades Lenovo's basic hardware warranty with onsite installation of any part that needs to be replaced, plus one or more additional services. Choose the response-time target that matches the importance of a particular system, workload, or application environment. Then customize that level of support by selecting Lenovo's recommended service options to fit specific business and budget requirements.

Our certified technicians have extensive experience and deep technical expertise to solve your data center challenges. Take advantage of Lenovo's comprehensive portfolio of Data Center Support services and warranty upgrades to keep your IT environment operating at the speed of business.



Preconfigured Support Levels

Target the onsite response time you need for a particular system, workload, or application environment.



Foundation

Upgrade your base warranty with cost-effective support to keep non-mission-critical server, storage, and networking hardware in working order. You'll get next-business-day onsite response during normal business hours for service calls, including installation of any failed part that needs to be replaced. The Foundation support level provides:

- Next-business-day onsite response during normal business hours, 5 days per week
- Base warranty upgrade covering onsite installation of all replacement parts

Recommended Service Options:

- Basic Hardware Installation
- Enterprise Server Software Support
- YourDrive YourData retention service



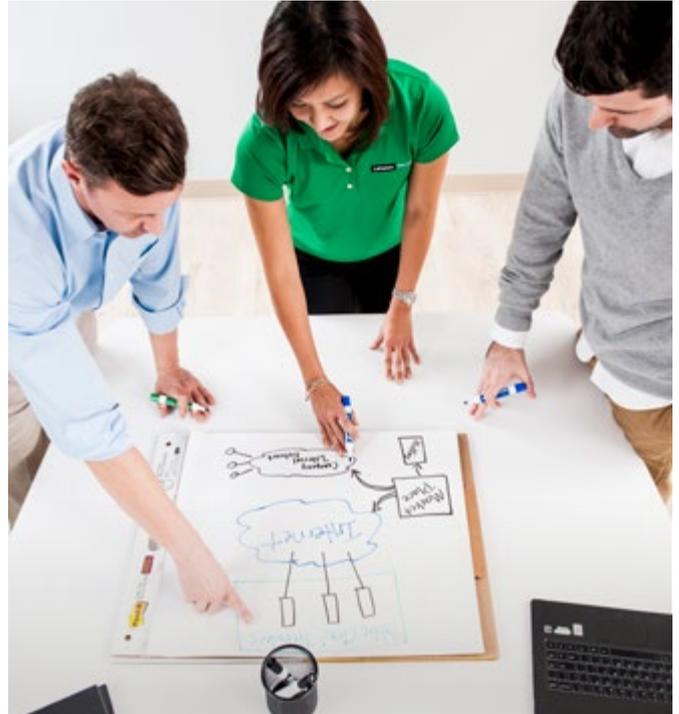
Essential

Improve uptime for core business workloads and safeguard sensitive data. The Essential support level includes all the benefits of Foundation services, plus 4-hour onsite response, 24 hours per day, 7 days per week:

- Four-hour onsite response, 24 hours per day, 7 days per week
- Base warranty upgrade covering onsite installation of all replacement parts
- YourDrive YourData retention service

Recommended Service Options:

- Basic Hardware Installation
- Committed Service Repair within 24 hours
- Enterprise Server Software Support



Advanced

Maximize uptime for mission-critical applications and workloads. The Advanced support level includes all the benefits of Essential services, plus 2-hour onsite response, 24 hours per day, 7 days per week:

- Two-hour onsite response, 24 hours per day, 7 days per week
- Base warranty upgrade covering onsite installation of all replacement parts
- YourDrive YourData retention service

Recommended Service Options:

- Basic Hardware Installation
- Committed Service Repair within 6 hours
- Enterprise Server Software Support

Recommended Service Options

Customize preconfigured support levels with additional data center services in line with your business needs.

Basic Hardware Installation

Accelerate time to value by letting expert technicians install your server, storage, or networking hardware. Lenovo's Basic Hardware Installation service includes:

- Initial removal of the product from packaging and inspection for damage
- Installation of the product in accordance with the associated documentation
- Physical connection and powering on of hardware
- Firmware and BIOS check and update to the latest levels if needed
- Consolidation of all packaging materials and disposal at the client's site
- Installation of Lenovo-branded or Lenovo-supported devices into the rack
- Thorough testing to ensure full operation and readiness for software installation

Enterprise Server Software Support

Gain comprehensive, single-source support for a wide range of server operating systems and Microsoft server applications. Lenovo's Enterprise Server Software Support service includes:

- Problem resolution, troubleshooting, documentation assistance, and many other common questions addressed with a single call to just one number
- 24x7 availability for critical problems plus unlimited calls to resolve noncritical incidents without incremental costs*
- Troubleshooting assistance for the entire server software stack
- Support for server operating systems from Microsoft, Red Hat, SUSE, and VMware; Microsoft server applications; or both operating systems and applications
- Troubleshooting and answers to diagnostic questions, product compatibility and interoperability issues addressed, causes of problems isolated, defects to software reported to vendors, and more
- Hardware how-to support for System x servers
- Resolution for hardware problems not covered under warranty, referral to the right documentation and publications for corrective service information on known defects, and transfer to a hardware support call center if needed



YourDrive YourData

Protect sensitive data and maintain compliance with corporate retention and disposal policies to alleviate liability risks. Lenovo's YourDrive YourData retention service covers all system drives to help:

- Keep your data under your control
- Meet data privacy requirements
- Dispose of the drive at your discretion

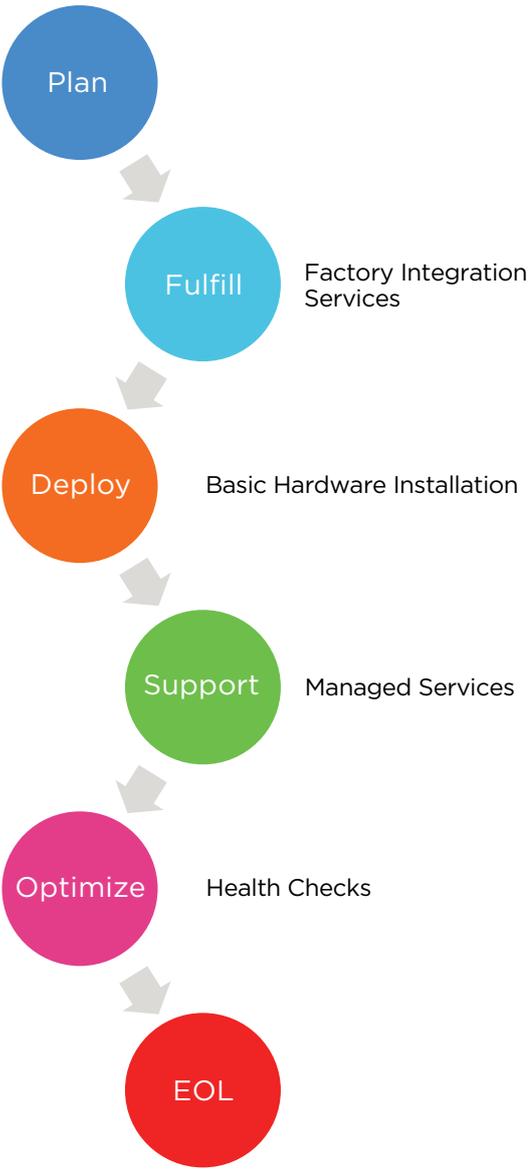
Committed Service Repair

Safeguard near-continuous availability. Under the terms of Lenovo's Committed Service Repair, a technician will fix covered hardware, making it operationally ready within a specified amount of time following your support call:

- Twenty-four-hour repair for the Essential support level
- Six-hour repair for the Advanced support level

* Lenovo provides 24x7x365 service for critical problems, and support during business hours for noncritical problems. If live phone help is unavailable during those service windows, responses are provided within 2 hours. Support hours and contact methods may vary by country.

Customers Who Obtained These Services Also Procured...



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.

Lenovo's Data Center Support services are part of a comprehensive portfolio of Lenovo Services that supports the entire suite of enterprise products.

Contact your Lenovo representative or Business Partner to learn more about Lenovo's Data Center Support services. Or visit www.lenovo.com/DataCenterServices



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