

Minimize the Costs of Server Ownership and Gain Peace of Mind

World-class Service and Support From Lenovo

In organizations, servers have become essential productivity tools. In highly efficient virtualized environments, physical servers can utilize 85 percent of their capacity and handle staggering numbers of workloads. While virtualized environments extend the life of physical servers—and enable quick workload migration in the event of a device problem—it's still important for companies to choose reliable hardware from a vendor dedicated to reducing your total cost of ownership (TCO).

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Part of the total package is a powerful suite of support tools and service offerings designed to make the most of your virtualized infrastructure, so everyone in your IT department—and your business units—can spend less time dealing with hardware problems and more time focusing on more strategic tasks.



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Outside.

Server Deployment: Off to a Great Start

Lenovo prides itself on its ability to deliver servers on time, set them up with minimal disruption and clean up afterwards. This often involves the proper disposal of older assets, with certifications that your data has been destroyed or overwritten, and that all environmental recycling requirements have been met. If any of your decommissioned assets can be reused, Lenovo will ensure maximum value, and you can apply the extra money to your new devices or other initiatives.

■ Image Design

With Lenovo Image Design Services, you get direct access to Lenovo engineering expertise. Lenovo can provide customized images—static and dynamic—based on the needs of your organization. By optimizing the speed of your systems and validating your images early in the deployment process, you can maximize your hardware investment and significantly cut maintenance costs over the life of your devices.

■ Asset Tagging

Asset tagging can provide you with greater visibility and control, thereby strengthening your competitive advantage. Lenovo's Asset Tagging Service forms the foundation for a strong lifecycle-management program. Executed in production, asset tagging ensures that your machines are protected from day one, reducing the risk of loss or theft. Asset tagging is relevant for servers, as the tags can show network information, location information and other configuration details. Asset tag numbers are also loaded into BIOS.

Device Management: Easy Access Throughout Your Server Lifecycle

Lenovo ThinkServers® make self-service easy, with tool-free maintenance and front-panel Intelligent Diagnostics. Most importantly, web-based management tools enable remote restart, power off and console access—even when systems are switched off or if an operating system becomes damaged. The Premium ThinkServer Management Module on select models gives you full remote control of your ThinkServer hardware (including KVM and remote media).



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Support Calls: Help You Can Trust, When You Need It

Your Lenovo ThinkServer systems operate in an “always-on” state for years at a time, providing business-critical services to your company. And, they’re built to last. However, if any one of your devices requires technical support, you don’t have the luxury of waiting for a response.

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■ Lenovo Priority Technical Support

Lenovo offers a comprehensive support package for hardware and software that provides fast, dependable, advanced IT support for your ThinkServers through a single source. With 24/7 priority call routing, you get fast access to an advanced-level technician trained in the critical needs of your ThinkServer—usually in a minute or less. To ensure that your issue is resolved as quickly as possible, your case is automatically escalated after 10 minutes of contact. You get higher first-time fix rates and reduced repair times, which allow your IT staff to concentrate on other business-critical issues.

■ Repairs and Replacements

If an issue requires a replacement or repair, a Lenovo technician can be at your place of business in as little as 4 hours on a 24/7 basis in most locations. Other on-site options include a 4-hour response time during normal business hours, an 8-hour response time 24/7, or visits on the next business day.

■ Lenovo ThinkServer Support Options

GOOD	BETTER	BEST
<p>Next Business Day 9x5</p> <p>Next Business Day Onsite Response Time 9x5 for hardware support with telephone incident reporting</p>	<p>Priority Technical Support + 4 Hr Onsite Response Time 24x7</p> <p>or</p> <p>8 Hr Onsite Response Time 24x7</p>	<p>Priority Technical Support + 4 Hr Onsite Response Time 24x7</p>
<p>(Optional)</p> <p>Keep Your Drive Service, Asset Tagging, Asset Recovery, Online Data Backup</p>		



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■ Warranty Extensions

Lenovo gives you the option to extend your warranty beyond the normal term with a variety of fixed-term, fixed-price solutions. This helps you budget more accurately and match your coverage duration with your expected server lifecycle and critical support needs.

Data Protection: Maintaining Privacy and Security

With an exponential increase in digital data in organizations, tolerance for downtime related to data loss is low, and risks associated with that loss have significant revenue and productivity implications. Lenovo offers a suite of services dedicated to your data security.

■ Keep Your Drive Service

Want extra peace of mind? Lenovo's Keep Your Drive service lets you bypass normal warranty restrictions so you can keep your hard disk and solid-state drives if they fail. This mitigates civil liability risks, as well as the potential costs associated with data falling into the wrong hands.

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Account Management: A Single Point of Contact

Lenovo Financial Service is dedicated to helping enterprises maximize their purchasing power. We can help you finance your entire solution so you can obtain the technology you need today, protect against technology obsolescence and preserve your capital for other uses. Unlike other vendors, Lenovo enables you to bundle everything you need from Lenovo and other brands—from hardware and software to service contracts, training and sales tax. And if you decide weeks or even months later to add to your solution, Lenovo can consolidate it all onto a single invoice. Whether you're buying or leasing, Lenovo simply makes financing easier.

■ QDS Web Portal

Lenovo follows through on a commitment to full disclosure with the **Quality Digital Solutions (QDS) Web Portal** for leasing customers. Use this online tool to review contract details, track your equipment, view a year's worth of invoices and payment history, customize invoices, and even gain assistance with Sarbanes-Oxley compliance.



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Conclusion

You don't want your server hardware vendor to disappear when the sale is done. So it's important to find one who can support you in a positive way while you use the equipment you've purchased. Lenovo gets you off to a great start with the most durable and reliable servers available, and stays with you as a trusted partner through the life of your devices.

For more information about how Lenovo can help you get more from your server investment, go to www.lenovo.com/thinkserver.

