

ThinkPad Tablet Services / Bundles Part Numbers & Pricing

Service/Bundle	US Part Number	CAN Part Number	CAN & US Price (\$)
<u>DEPOT</u>			
1 YR Depot + ThinkPad Tablet Protection	04W8309	04W8345	\$89.00
1 YR Depot + Priority Support	04W8310	04W8346	\$29.00
1 YR Depot + ThinkPad Tablet Protection + Priority Support	04W8311	04W8347	\$118.00
2 YR Depot	04W8312	04W8348	\$59.00
2 YR Depot + ThinkPad Tablet Protection	04W8313	04W8349	\$179.00
2 YR Depot + Priority Support	04W8315	04W8351	\$99.00
2 YR Depot + ThinkPad Tablet Protection + Priority Support	04W8316	04W8352	\$219.00
3 YR Depot	04W8319	04W8355	\$109.00
3 YR Depot + ThinkPad Protection	04W8320	04W8356	\$269.00
3 YR Depot + Priority Support	04W8322	04W8358	\$174.00
3 YR Depot + ThinkPad Tablet Protection + Priority Support	04W8323	04W8359	\$334.00
<u>ONSITE</u>			
1 Yr Onsite	04W8326	04W8362	\$29.00
1 Yr Onsite + Priority Support	04W8328	04W8364	\$58.00
2 YR Onsite	04W8330	04W8366	\$99.00
2 Yr Onsite + Priority Support	04W8333	04W8369	\$139.00
2 Yr Onsite + ThinkPad Tablet Protection + Priority Support	04W8334	04W8370	\$259.00
3 YR Onsite	04W8337	04W8373	\$169.00
3 YR Onsite + Priority Support	04W8340	04W8376	\$234.00
3 YR Onsite + ThinkPad Tablet Protection + Priority Support	04W8341	04W8377	\$394.00

**LENOVO THINKPLUS SERVICES –
PROTECTORS OF YOUR DO MACHINE**



Base Warranty 1 YR Depot



ThinkPad Tablet Warranty, Protection & Support Services North America

THINKPAD TABLET PROTECTION FOR NON-WARRANTED DAMAGE

ThinkPlus Services Advantage

- Enterprise level service portfolio, including imaging, factory services and protection plan, each a unique offering in the tablet marketplace
- In-region, local language support through 20 worldwide service centers – 3x more than competitive average
- Lower call hold times and abandon rates – up to 50% better than competition¹
- Higher first time fix rates – 30% better than competition²
- Industry awards and recognition for support excellence²
- Factory services – customization, security and asset tagging: let Lenovo give you peace of mind by knowing your tablet is prepared for the unique requirements and needs of your business environment

WARRANTY EXTENSIONS AND UPGRADES

THINKPLUS PRIORITY SUPPORT – MUST-HAVE SUPPORT FOR BUSINESS PROFESSIONALS

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ThinkPad Tablet Service Coverage Recommendations

BASIC SYSTEM WARRANTY SERVICE

THINKPLUS WARRANTY

- WARRANTY EXTENSIONS
- WARRANTY UPGRADES (E.G. ON-SITE)

MAINSTREAM SUPPORT FOR IT PROFESSIONALS

THINKPLUS PRIORITY SUPPORT

- 24x7 TECHNICAL PHONE SUPPORT
- ADVANCED LEVEL TECHNICIANS
- PRIORITY CALL ROUTING, < 1 MINUTE
- THIRD-PARTY SW SUPPORT
- ELECTRONIC CALL TRACKING SYSTEM
- ESCALATION MANAGEMENT PROCESS
- WARRANTY EXTENSIONS AND UPGRADE BREAK/FIX OPTIONS

CRITICAL ON-SITE RESPONSE NEEDS

RECOMMENDED THINKPLUS SERVICES

THINKPLUS PRIORITY SUPPORT

+

ON-SITE, NEXT BUSINESS DAY

+

THINKPAD TABLET PROTECTION

+

WARRANTY EXTENSION OPTIONS

Android Tablet Enterprise Deployment Considerations

“I just bought 200 Lenovo ThinkPad Tablets. How do I get them configured for users and customized for my environment without un-boxing and touching each one?”

- **Imaging an Android devices entails specific skills and considerations**

- There is no Windows install, bare metal deployment or “Ghost “
- Flashing or writing your own image (rooting) voids the system warranty

- **Lenovo’s imaging gives IT greater control of Android tablet devices***

- Control port activation
- Enable SD slot encryption
- Enforce password complexity requirements
- Manage access to applications
- Allow tablet to PC synchronization
- Connect securely to a network
- Conform to HIPPA or any data privacy standards

**Technical details under final review to determine exact capabilities*

- **Part Numbers & Pricing**

- Image Load Part # 06P7506 \$25 (list price)
- Asset Tag Part # 06P7487 \$10 (list price)

**LET LENOVO'S FACTORY SERVICES
MAKE THINGS EASY FOR YOU**



lenovo FOR
THOSE
WHO DO.