

LENOVO® SERVICES

Services oriented thinking
drives profitable growth.

LENOVO® CARE PREMIUM SUPPORT

Sell Premium Support to your
customers before they call you
for support.

Problems with a PC can be frustrating and confusing, and can significantly disrupt business productivity. Lenovo Care Premium Support combines software and tech support to help consumers and small businesses.

Premium Support provides customers assistance with almost any PC, software or tech support issue beyond the standard hardware warranty including:

- Virus removal or security setup
- PC, Internet or network setup
- PC performance tune-up
- Software setup and "how-to" tips

SELL TO CUSTOMERS WHO:

- Purchase a new PC and need help with setup or personalization
- Have had virus or technical problems in the past and want protection against similar problems in the future

lenovo® **FOR**
THOSE
WHO DO.™

LENOVO SERVICES

PREMIUM SUPPORT PROVIDES CUSTOMERS WITH

- One-stop expert help
- Time savings and reduced frustration from technical challenges
- Flexible purchasing options:
 - Per single-use incident
 - Multi-use, 1 year subscription pack
 - Purchase with hardware or anytime throughout the lifecycle of the PC

LENOVO CARE PREMIUM SUPPORT ADVANTAGE

- Convenience – It's simple with over-the-phone or remote session troubleshooting and repair
- Expert Assistance – Personal tech support from a Lenovo Care certified technician to fix the problem right the first time
- One-Stop Help – Support for almost any home or home office technology issue
- Excellent Value – We provide a solution to a single problem, or peace of mind coverage for a whole year for a fair price
- Stay Connected – Let us handle your technical issues so you can focus on what's important to you

NOT SURE WHAT'S WRONG WITH YOUR OLDER PC?

Lenovo also has an exciting new tool to help customers diagnose issues that may be impacting their PCs performance. Customers who visit www.Lenovo.com/PremiumSupport/index.htm can perform a FREE one-time PC Checkup to diagnose the issues, perform certain free fixes, and investigate Premium Support options that may help them solve technical issues.

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