

LENOVO® SERVICES

Services oriented thinking
drives profitable growth.

THINKPLUS® PRIORITY SUPPORT

A comprehensive product support plan that gives Lenovo's customers direct access to advanced technical support—faster than standard warranty support.

PRIORITY SUPPORT INCLUDES

- 24x7 tech-to-tech local language phone support
- Direct access to advanced-level technicians. Get a dedicated phone number to the right level of support—on the first call.
- Priority call routing—less than 1 minute answer time (typical)—reduces troubleshooting time
- Escalation management process with customer-defined severity—enables IT Staff to focus on their business critical initiatives and spend the least amount of time resolving basic support warranty issues
- Web-based service call tracking system—reduces customer administrative time
- Third-party software support

ASK YOUR CUSTOMERS

- Are you covered with 24x7 expert product support in all countries and languages you operate in?
- How would your support people feel if they could reduce the amount of unnecessary time spent on technical issues for end users' systems?

lenovo® **FOR**
THOSE
WHO DO.™

LENOVO SERVICES

Customers to Target:
High-performance
companies with a low
threshold for downtime.
Large and Global
Customers, Mid-market,
K-12.

LOOK FOR

- Customers purchasing new hardware
- Customers delaying hardware purchase (older equipment fails more frequently and is more expensive to maintain)
- Expanding or merging operations—growth creates gaps in coverage hours or locations
- Internal dissatisfaction within IT staff or end users—quality and SLAs may be suffering from overworked staff

ELEVATOR PITCH

- ThinkPlus Priority Support:
 - Helps customers address their top 3 service and support challenges: 1) Costs 2) Technical expertise 3) Staff resources
 - Enables IT staff to focus on their business critical initiatives while reducing costs and improving end-user SLAs
- Does any of this fit your environment?

SUPPORTING OUR CUSTOMERS IS OUR PRIORITY

Remember: Priority bundles make it easier to sell a comprehensive solution that includes warranty, ThinkPad Protection and Priority Support.

CONTACT LENOVO SERVICES SOLUTIONS CENTER FOR ASSISTANCE:

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