# Lenovo Onsite + Premier Support, Extended service agreement, parts and labour, 5 years, on-site, response time: NBD, for ThinkPad X1 Carbon (7th Gen); X1 Extreme (2nd Gen); X1 Yoga (4th Gen); X390 Yoga

Model: 5WS0T36198

Manufacturer: LENOVO

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itworkup.co.za | sales@itworkup.co.za | +27 (11)541-9950

Product Code: 1666863

# R14,335

Lenovo™ Premier Support provides direct access to skilled and experienced Lenovo technicians offering comprehensive hardware and software support. Our expert troubleshooters have the advanced technical know-how and systems knowledge to quickly provide solutions and advice that will keep your hardware and software operating at optimal efficiency.

## Tech support with the Premier difference

Advanced-level techs.
End to End case management.
Faster, first-time resolution.

## Looking for a step-up for your business and your employees’ support experience?

Lenovo™ Premier Support gives VIP treatment to both your IT staff and end users.

We understand IT needs to increase efficiency, reduce complexities, and keep your end users up and running. We know your end users expect fast and frustration-free support. Lenovo can deliver.

## Free your Team to excel in innovation and productivity

IT landscapes are becoming more complicated, while simultaneously, budgets are contracting. The challenge lies in reducing complexity and operational costs, while increasing the impact of your in-house teams by focusing their efforts on revenue-generating and innovation projects.

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What if the solution was to cost effectively offload your routine support tasks, and shift time-intensive advanced problem solving to an expert team of support engineers?

Get a direct line to our most elite technicians who listen first then deliver advanced troubleshooting - no scripts here. And they’re measured on first-time fixes so they’re committed to prompt and accurate resolution.

**Premier Support Center**

Advanced technical support available 24 x 7 x 365
Dedicated phone number and no phone tree menu to navigate
Single point of contact for end to end case & escalation management
Hardware and OEM software support1

**Technical Account Managers (TAMs)**

Proactive relationship and escalation management
Personalized recommendations for your business
Robust quarterly reporting

**VIP Treatment**

No waiting in-line
Next-business-day onsite labor 2
Parts prioritization 2

You also have access to technical account managers who act as a single point of contact for case management. You’ll enjoy the consistency, accountability, and visibility you deserve. And thanks to next-business-day repair service and prioritized parts access, you’ll keep system downtime and productivity interruptions to an absolute minimum.

**That’s the Premier difference.**

## Interested in advanced level technical support for your Lenovo ThinkVision monitors?

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We’ve got you covered. Now you can purchase Premier Support for monitors and enjoy a single support contact experience5 with our elite Premier Support technical team.

Get how-to and technical assistance across a variety of common questions and issues surrounding configuration, resolution, display settings, and multi-monitor interoperability—along with support on popular industry software, device drivers, and more6.

And if we do need to swap out your warrantied monitor, your replacement is prioritized over standard claims and delivered to you the next business day through Lenovo Advanced Exchange7.

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