Lenovo Premier Support Plus Upgrade - Extended service agreement - parts and labour (for system with 3 years on-site warranty) - 4 years - on-site - for ThinkCentre M90, M900, M90a Gen 2, M90a Gen 3, M90a Pro Gen 3, M910, M920z AIO, M93, X1

Model: 5WS1M87032

Manufacturer: LENOVO

The product information provided is for reference purposes only. Technical specifications, photos, descriptions and prices may change without prior notice. The manufacturer and seller are not responsible for possible data discrepancies or typographical errors. We recommend checking the current information before purchasing.
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Product Code: 1667170

R11,857

Premier Support Plus

Add a little Plus to your IT support service.
How can you protect employee productivity from mishaps such as a failed battery or hard drive at the same time as you maintain control of your budget and focus on digital transformation? How can you ensure international coverage across the globe? How can you harness the power of AI insights to monitor the health of your device fleet?

You’re probably asking many similar questions. Here’s one single solution.
Let Premier Support Plus take the strain
We’ll do the heavy lifting to relieve the squeeze on your IT teams giving you time to innovate by removing your teams’ break/fix burden.

Premier Support Plus removes friction from the user experience by enabling direct access to Lenovo support engineers and building resilience and capacity into your IT function. Users and teams return rapidly to productivity, thereby releasing creativity to drive the business.

Premier Support Plus at a glance

Premier Support Plus delivers seamless, reliable, and repeatable IT support that works every time, reducing downtime to maximize end user productivity.

Premier Support Plus in detail

Predict and prevent features combine with additional protection services to provide the ultimate support experience.

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Help IT get one step ahead of problems, protect business productivity and promote positive EX with rapid issue resolution and 24/7 access to support engineers.

Premier Support: VIP coverage for both IT staff and end users that boosts productivity with access to elite troubleshooting. Available 24x7x365, leveraging parts priority with NBD response and onsite labor for repairs.[2]

Services Engagement Manager (SEM)[4]: Your designated, Global Lenovo Support expert and customer advocate. They are the single point of contact for service delivery issues, escalations, and asset performance reporting for your organization.

Proactive and Predictive support[3]: AI insights, powered by Lenovo Device Intelligence deliver proactive and predictive alerts that enable pre-emptive issue remediation to avoid downtime and ensure productivity.

Accidental Damage Protection (ADP)[2]: From coffee spills to power surges, ADP typically saves 28-75%* compared with the cost of repair or system replacement.

International Services Entitlement (ISE): Travelling globally for business? No need to worry. ISE extends your ADP, KYD, and SBTY coverage internationally.

Keep your Drive (KYD)[2]: Keep your drive(s) and dispose of business data on your terms, improving data security and ensuring compliance with data privacy and retention requirements.

Sealed Battery (SBTY) coverage for up to 4 years2: Lenovo-certified technicians ensure an effective and efficient battery replacement when needed, which minimizes downtime and contributes to business resilience.

Coverage for consumer products: if a consumer device best fits your needs, then that’s no problem. No need to forego Premier Support Plus and you’ll receive exactly the same VIP support experience.

Unlock innovation, and boost user efficiency with the right support: Premier Support Plus

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