

# Lenovo 5 Year Premier Support With Onsite



Model: 5WS0T36204

Manufacturer: LENOVO

Product Code: 1667588

## R8,027

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.

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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.

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 support<sup>1</sup>

### **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 <sup>2</sup>

Parts prioritization <sup>2</sup>

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

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productivity interruptions to an absolute minimum.

**That's the Premier difference.**

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

We've got you covered. Now you can purchase Premier Support for monitors and enjoy a single support contact experience<sup>5</sup> 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 more<sup>6</sup>.

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 Exchange<sup>7</sup>.

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