



Lenovo
**Integrated Solutions
Support (LISS)**

End-to-end support from expert technicians and engineers

Lenovo



WE BUILT IT.
WE INSTALLED IT.
WE SERVICE IT.
YOU BENEFIT.

If you're a Lenovo Integrated Solutions customer, you can now get an advanced level of care, knowledge, and response time from Lenovo technical experts. You'll also have a single point of contact for integrated solutions.

FASTER ACCESS TO THE HIGHEST LEVEL OF TECHNICAL SUPPORT.

This service is perfect for teams who require:

- access to a team of Lenovo engineers dedicated to provide specified care of highly technical uses cases
- Multi-level solution diagnostics and triage
- Tailor-made service solutions
- Advanced technical support for Lenovo Cloud Platform (LCP) solution offerings

LISS gives you hassle-free end-to-end support for your entire Lenovo solution, including a dedicated phone line for quick access to our team of technical experts and engineers, faster resolution time, proactive case management, and escalation assistance.

Lenovo Integrated Solutions Support includes:



SOLUTION-LEVEL SUPPORT

Global support, using state of the art, follow the sun CRM platform



SINGLE POINTS OF CONTACT

A single point of contact for advanced level support of Lenovo-purchased integrated solutions and a single point of contact for management of non-Lenovo branded hardware warranty support



HARDWARE + SOFTWARE SUPPORT

Comprehensive support for all solution components, including software lifecycle maintenance and advisory assistance for connectivity related issues.



END-TO-END ENGAGEMENT

Access to solution support engineers not only as a part of regular post sales service, but also in proof of concept phases.



ADDITIONAL SOLUTION SERVICE OPTIONS

Application performance and analytical management tools to support problem determination. On-site field support options.



LENOVO HARDWARE

Extend your hardware product warranty or upgrade your warranty.





ENROLLING IN LISS IS EASY.

To sign up for Lenovo Integrated Solution Support, visit lenovo.com/LISS or ask your sales representative to add on the service.

Lenovo Integrated Solutions Support

This Service provides expanded access to advanced-level Integrated Solution Support (“LISS”) technicians and a single, designated point of contact for all of your Lenovo Integrated Solutions. For the purpose of this Service, Lenovo Integrated Solutions means a solution offered by Lenovo, which may be comprised of a combination of Lenovo and non-Lenovo products (e.g. hardware, software and services). When you contact a Lenovo Integrated Solution Support technician, you must follow the problem determination procedures as directed by the technician. The technician will attempt to diagnose and resolve your problem over the telephone and may direct you to download and install software updates. The LISS technician will determine whether the issue is hardware, software or connectivity-platform related and will assist you to resolve it as follows:

Hardware provided in the Lenovo Integrated Solution

- A. For problems with Lenovo branded hardware products covered by the Lenovo Limited Warranty and within the applicable warranty period that cannot be resolved via telephone, repair services or product replacement, at Lenovo’s discretion, will be arranged by the LISS technician according to the applicable warranty service for the product. If the Lenovo Limited Warranty period has expired for the Lenovo branded hardware product, Lenovo will conduct diagnostics and provide a quote for the Customer’s acceptance prior to any repairs.
- B. When the problem with your Lenovo Integrated Solution is caused by third-party branded hardware, Lenovo will engage with the manufacturer of such hardware and coordinate the repair or replacement of the defective product in accordance with the third-party manufacturer’s warranty service terms or out of warranty service process.

Software provided in the Lenovo Integrated Solution

- A. The Lenovo Integrated Solution Support Service for Lenovo Software is subject to the terms of your software license agreement with Lenovo.
- B. Lenovo will provide direct telephone support for installation and basic usage problems for third-party branded software included by Lenovo in your Lenovo Integrated Solution. Lenovo will contact the third-party software supplier, open a service ticket, and facilitate a call to the software supplier request on your behalf.