

Smarter technology for all

Lenovo Premier Support Introduction for ISG



Lenovo

Premier Support Introduction

Topics covered

Welcome to Lenovo Premier Support

Thank you for choosing Lenovo!

You have joined forces with Lenovo, a Global Fortune 500 Company and leader in innovation, creating a truly innovative and integrated technology product.

The result is one of a service provider that combines of corporate excellence with the support of our industry-leading, award-winning business and solutions.

We offer a comprehensive portfolio of services with a global service delivery network that provides a level of service and attention that you will not get from other companies. The Lenovo Service team is here to support you with timely, proactive, and tailored service.

We have developed this resource document to make your transition to Lenovo Services as smooth as possible. You will find useful contacts, tips, and steps to help you get the best from your Lenovo Premier Support service experience.

We look forward to supporting you with a high level of service in the years to come.

Thank you for your business.

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Key Features of Premier Support

- 24x7 Proactive Support
- 24x7 Proactive Support
- 24x7 Proactive Support
- 24x7 Proactive Support
- 24x7 Proactive Support

Fast. Direct. Simple.

Product Registration and Warranty Information

Product Registration

After making a Lenovo system, you will need to register it. The registration process ensures that you will receive the best service experience possible.

Registering your Lenovo device will save you time when you need support and will give you a better service experience with Lenovo. You will need to choose a service ID to complete the registration process.

To register your Lenovo system(s), please visit our Registration portal through the following link:

Here you will be given options to register either a single or multiple systems.

To understand the difference and have a step-by-step guidance, please have a look at our video:

- Single device
- Multiple devices

After successful registration a confirmation email will be received.

Warranty information lookup

To use the Warranty and Parts lookup Support portal, the first step is to check the type and serial or asset ID of your device. You can find this information in the Warranty and Parts lookup portal: [Warranty and Parts lookup](#).

To contact Lenovo Support, you need to determine the machine type and serial number of the Lenovo product. Lenovo service personnel or qualified business partners may ask you to submit this information when you open a service ticket.

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Contacting Premier Support: How to Contact Premier Support

How to Contact Premier Support

What is in Premier Support and What it is Not

IN SCOPE	OUT OF SCOPE
<ul style="list-style-type: none">Hardware and software support for Lenovo products24x7 Proactive Support for Lenovo products24x7 Proactive Support for Lenovo products24x7 Proactive Support for Lenovo products	<ul style="list-style-type: none">Physical damage to non-authorized Lenovo productsSoftware issues on non-authorized Lenovo productsThird-party software supportNon-authorized Lenovo productsNon-authorized Lenovo products

Resources and references

- Lenovo Premier Support
- Lenovo Premier Support
- Lenovo Premier Support
- Lenovo Premier Support
- Lenovo Premier Support

Welcome to Lenovo Premier Support

Thank you for choosing Lenovo!

You have joined forces with Lenovo, a Global Fortune 500 Company and leader that innovates, creates, and builds exceptionally engineered technology products.

That is not all, we are a Service provider that thousands of companies worldwide trust to support the full lifecycle of their storage, server and networking equipment and solutions.

We offer a comprehensive portfolio of services with a global service delivery network that provides a level of service and execution that you will not get from other companies. The Lenovo Services team is here to support you with reliable, flexible, and trusted services.

We have developed this resource document to make your transition to Lenovo Services as easy as possible. You will find contact numbers plus facts and tips on how to get the best from your Lenovo Premier Support Services structure.

We look forward to supporting you with a high level of service in the years to come.

Thank you for your business!



What is Premier Support?



Premier Support

Premier Support is our highest-level of support for the Data Center offering additional services and even more flexibility to its customers!

- Premier Support is delivered by Lenovo employees in remote contact centers around the world
- Lenovo owns the first customer contact
- Lenovo owns the total customer experience – Single point of Contact
 - Lenovo technicians own the issue end to end, including third-party software collaboration
- Outstanding support experience delivered by Remote Premier Support Technicians
 - Direct access to Lenovo technicians with deep hardware, software, and troubleshooting skills
 - Highly trained Lenovo resources who know our systems and solutions
 - Delivers hardware, software, and solution troubleshooting to help address data center complexity
- Only customers with a device covered by Premier warranty will have access to the exclusive Premier Support contact channels: phone number, chat, and e-ticket.
 - There **must be a valid Premier Support entitlement and registration** of the Serial Number / Service for the options to display
 - Access through the ISG Services eSupport portal <https://datacentersupport.lenovo.com/>
 - Lenovo Phone number **exclusively** for Premier Support customers
 - Lenovo Support eTicket portal **exclusively** for Premier Support customers

Product Registration and Warranty Information

Product Registration

After installing a Lenovo system, you will need to register it. The registration process ensures that you will receive the best service experience possible.

Registering your Lenovo device will save you time when you need support and will give you a better service experience with Lenovo. You might have to create a Lenovo ID to complete the registration process.

To register your Lenovo system(s), please visit our Registration portal through the following [link](#).

Here you will be given option to register either a single or multiple systems.

To understand the difference and have a step-by-step guidance, please have a look at our videos:

- [Single system](#)
- [Multiple systems](#)

After successful registration a confirmation email will be received.

Warranty information lookup

To use the Warranty and Parts lookup Support portal, the four-digit machine type and seven or eight-digit serial number are required. Use the following link to access the Warranty and Parts Lookup portal: [Warranty Lookup Portal](#)

To contact Lenovo Support, you need to determine the machine type and serial number of the Lenovo product. Lenovo service personnel or qualified business partners may ask you to collect this information when you open a service ticket.



Committed Service Repair (CSR)

To ensure that you receive the levels of hardware support service offered by the service Committed Service Repair (CSR), it is necessary to know the geographical location where your devices will be installed. This is to properly plan for spare parts and place them in the distribution center closest to your devices.

NOTE: If you decide to relocate your devices, you must notify Lenovo to ensure the availability of spare parts at the new location.

¿How do I register the geographical location of my devices?

During the registration process, you must indicate the address where your devices will be located in the following fields.

Please fill out your device location.

Country / Region* Select Country/Region	State / Region* None
Address*	City*
Zip/Postal Code*	

Contact Information

First Name *	Last Name*
Phone Number*	E-mail address*
Company Name*	

Email Confirmation

Send registration confirmation to assigned device owners

Send registration confirmation to additional contacts

Additional Email 1

Add additional email (Max 2 emails)

By completing registration you agree to the product registration [Terms and Conditions](#)

If you have more than one device and/or your devices will be installed in different locations, you can use the following template to perform a bulk registration of your devices and addresses.



Microsoft Excel
Worksheet

Important note for Central America and Caribbean customers:

If you have purchased devices for this region, you must ensure that they are correctly registered in the destination country.

Lenovo Locator

- The Lenovo [Services Availability Locator](#) is a tool that can help you verify the HW support coverage we can offer in the geographical location where your devices are located. You only need to enter the brand and product of your device and input the address where your device will be installed.
- The Lenovo Services Availability Locator will show you the service levels offered at the specified address.

The screenshot shows the 'Services Availability Locator' web page. At the top left is the 'Lenovo' logo. The page title is 'Services Availability Locator' with a language dropdown set to 'English (US)' and a 'Help' link. Below the title are two dropdown menus for 'Brand' (set to 'ThinkServer') and 'Product' (set to 'RS160'). There are two buttons: 'Single Address' and 'Bulk Lookup'. A prominent orange button says 'USE CURRENT LOCATION' with a location pin icon, followed by the text 'Or enter an address below'. Below this are input fields for 'Street Address' (containing 'Felix Parra'), 'City' (containing 'Mexico City'), 'State / Province' (containing 'CDMX'), and 'Postal Code' (containing '03900'). A note below the postal code says 'Always try with and without zip code'. The 'Country / Region' dropdown is set to 'Mexico'. A 'SEARCH' button is at the bottom left.

The screenshot shows the results of a search. At the top is a 'SEARCH' button. Below it is the heading 'On-Site Services'. There are four green bars representing service levels: '2 hr Resp / 8 hr Sol - Available', '4 hr Resp / 16 hr Sol - Available', '6 hr Resp / 24 hr Sol - Available', and '9x5 Next Business Day - Available Available^(****)'. Below the bars are four footnotes:
(*) Charges may apply outside Lenovo's normal service area, please contact the Lenovo Focal Delivery Services in LAS. If you have any questions, you can send an email to services_com@lenovo.com
(**) Response time target is the time between the customer's service request being registered in management system and a representative contacting the customer as a first step of problem determination.
(***) For CSR: the calculation of CSR, any time delays caused by the customer will be deducted from the overall measurement (Check out the "Exclusions of Service Levels").
(****) This level of service is a response time objective that is based on local business days and hours, within a reasonable commercial effort.

What is in Premier Support and What it is Not

IN-SCOPE

Two tiers of Premier – Premier NBD & Premier 4hr

Access to native speakers in most countries, Lenovo badged Premier Technicians – [Services Availability Locator](#)

Dedicated, advanced technical support available 24 x 7 x 365 English language outside of business hours

In depth Troubleshooting with Expertise across Lenovo hardware and OEM software

Lenovo provides repair and exchange service for the Machine under the type of warranty service Lenovo designates for the Machine

CRU/FRU Onsite Technician Dispatch

3rd Party Collaborative Software support

Parts Delivered Next Business Day

Onsite Repair 24x7 with different Hour Response

OUT-OF-SCOPE

Project Management or Administrative assistance or Consultation Service

Activities such as installation, de-installation, relocation, preventive maintenance, training assistance.

Remote system analysis report does not include remediation or resolution of any issues

A Level 1/Level 2 OEM Software Support

Delivery of service reports at a frequency beyond that defined in SOW, if any

Failure caused by a product for which Lenovo is not responsible or event beyond Lenovo's control

Service / assistance of Machine alterations or a Machine on which you are using capacity or capability, other than that authorized by Lenovo in writing

The warranty is voided by removal or alteration of identification labels on the Machine or its parts.

Lenovo is not responsible for other vendors products or services' performance

Key Features of Premier Support



Direct Technician-to-Technician Access



Premier Support Consultant



Dedicated Premier Phone Number



End-to-End Case Management



3rd Party Collaborative Software Support



Comprehensive Hardware + Software Troubleshooting



Response Time Options for Onsite Parts and Labor

Fast. Direct. Simple.

Types of Warranty Upgrades

	Warranty Upgrades/Extensions				Add-On
	Base Warranty	Standard Support	Premier NBD	Premier 4-Hour	
Service Level	Next Business Day	Next Business Day	Next Business Day	24x7x4 ¹	ESS
Problem Determination	9x5	9x5	24x7	24x7	CO2 Offset
E2E Case Management	No	No	Yes	Yes	HW Install
Escalation Management	No	No	No	No	Health checks
3 rd Party Collaborative Software Support	No	No	Yes	Yes	CSR ²
Support Duration	1 or 3 years	3-5 years	3-5 years	3-5 years	KYD
Post Warranty Options	N/A	1 or 2 years	1 or 2 years	1 or 2 years	
Delivery Method	CRU parts replaced by customer; FRU parts installed by technician	All parts can be installed by technician	All parts can be installed by technician	All parts can be installed by technician	
Onsite Response	Commercially Reasonable Endeavors Next Business Day	Technician on-site with parts NBD after problem determination	Technician on-site with parts NBD after problem determination	Technician on-site with parts 4 hours after problem determination	
Committed Service Repair	No	No	No	6 HR CSR available as an add-on	

¹ 4-hour Response is an onsite response after problem determination has been completed. Onsite response is not available in all locations.

² 6hr CSR (Committed Service Repair) – (10 hours in Brazil)

Availability of Service Levels may vary by product and by region refer to [Locator Tool](#) for more info.

*Response time refers to tech dispatch onsite for parts and labor. The service level objective starts once issue has been isolated and identified. View the [Data Center Services Agreement](#) for full T&Cs.

Premier Support Services

- **Premier Support Technician / Single Point of Contact (SPOC)**
 - Provides single point of contact service as your Premier Support Consultant and technical advocate.
 - With a Single Point of Contact the Lenovo Premier Support team acts as the single channel of communication between the customer and Lenovo support throughout the support process
 - Upon contact, fields and resolves service advisory inquiries to help maximize your Lenovo knowledge and investment.
- **3rd Party Collaborative Software Support**
 - Provide support service where vendors operate as mutual technology partners for designated solutions.
 - **Sharing, Collaboration and Resolution of multi-vendor technical issues** when the customer holds the entitlement with those vendors.
 - If the Lenovo Premier Support Consultant determines that a problem is caused by selected third-party software (covered under TSANet and license for this Software was not purchased from Lenovo) and cannot be resolved by the Customer Support, they will initiate a service call with the third-party software vendor using the TSANet portal.
- **Consistent end-to-end support**
 - Premier Support Technicians provide remote support from call receipt to call closure. They will remain engaged from case creation through to closure to help ensure a consistent end-to-end support experience for the Customer.



Premier Support Service

- 3rd Party Collaborative Software Support

Access to third-party software vendor Collaborative Software Support on Lenovo solution where customer has purchased third-party software as part of a Lenovo solution. If Customer opens a service request with Lenovo and Lenovo determines that the problem arises in connection with an eligible third-party vendor software commonly utilized in conjunction with Lenovo products covered by an active Lenovo warranty or maintenance contract, Lenovo will provide third-party Collaborative Software Support under which Lenovo: (i) serves as a SPOC; (ii) contacts the third-party vendor on Customer's behalf; (iii) provides problem determination information to third-party vendor; and (iv) continues to monitor the problem and obtain status and resolution plans from the vendor (where reasonably possible).

As part of Lenovo Premier Support Service, Lenovo provides Collaborative Software Support for the following selected non-Lenovo software products running on Lenovo products supported by Lenovo.

[Premier Support Third Party Vendor List - Collaborative Software Support.pdf](#)

Software Provider / Product Name

Microsoft	Azure Windows Server
Nutanix	
VMware	VMware Tanzu VMware Bitfusion VMware Cloud Foundation VSAN VMware NSX VMware Cloud – VCCP
Linux	Red Hat SUSE
IBM Spectrum Scale	
SAP	
BeeGFS	
Veritas	
Veeam	

Collaborative SW Assistance & Collaborative SW Support

Collaborative SW Support

- Collaborative Software Support is provided for selected third-party vendor software products.
- Lenovo investigates and attempts to resolve problems by asking customers to apply known fixes.
- Support may be limited to communicating a known fix available through a software update or patch.
- Customers may need additional service contracts with the software vendor to access these fixes.
- For a list of eligible third-party vendor products, visit the provided Lenovo support link.
<https://support.lenovo.com/solutions/ht116628>
- The list of supported third-party products may change without notice to customers.

Collaborative SW Assistance

- Collaborative Software Assistance is provided through Lenovo's membership and established technology relationships with several vendors via TSANet.
- TSANet is used as a delivery process framework.
- If Lenovo determines that the Lenovo product is not the source of the problem but suspects it may be related to the software of a selected third-party vendor, Lenovo, at the customer's request, will initiate collaboration with the external software vendor via TSANet. Only TSANet Partners with Lenovo are eligible for collaboration requests.
- This assistance is only available if the customer has appropriate active support agreements with the third-party software vendor.
- The customer must take the necessary steps to allow Lenovo to engage with the vendor on their behalf.

Premier Support Service and where are they available

- Premier Support currently enabled in more than 90 markets
- Any country not listed will receive standard level of warranty

North America

(2)

- United States
- Canada

Latin America

(19)

- Argentina
- Brazil
- Chile
- Colombia
- Costa Rica
- Dominican Republic
- Ecuador
- El Salvador
- Guatemala
- Honduras
- Jamaica
- Mexico
- Nicaragua
- Panama
- Paraguay
- Peru
- Puerto Rico
- Trinidad & Tobago
- Uruguay

EMEA

(55)

- Armenia
- Austria
- Azerbaijan
- Belarus
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Egypt
- Estonia
- Finland
- France
- Georgia
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Kazakhstan
- Kenya
- Kyrgyzstan
- Latvia
- Lithuania
- Luxembourg
- Mauritius
- Monaco
- Moldova
- Morocco
- Netherlands
- Nigeria
- Norway
- Pakistan
- Poland
- Portugal
- Qatar
- Romania
- Russia
- Saudi Arabia
- Serbia
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Tunisia
- Turkey
- Turkmenistan
- Ukraine
- United Arab Emirates
- United Kingdom
- Uzbekistan

Asia Pacific

(19)

- Australia
- Brunei
- Cambodia
- China *
- Hong Kong
- India
- Indonesia
- Japan
- Laos
- Macau
- Malaysia
- Myanmar
- New Zealand
- Philippines
- Singapore
- South Korea
- Taiwan
- Thailand
- Vietnam

Language	Hours of Operations
English	24x7
French	9x5 local business hours
German	9x5 local business hours
Italian	9x5 local business hours
Japanese	24x7
Korean	24x7
Mandarin	24x7
Portuguese (Brazil)	9x5 local business hours; call back after hours
Spanish	9x5 local business hours
Russian	9x5 local Moscow business hours

* China is supported out of PRC team



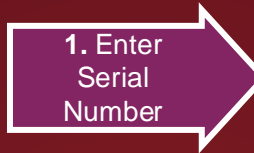
Contacting Premier Support: How to Contact Premier Support



How to contact Premier Support



- To be able to access all available options to contact our Technical specialists please visit our [Support page](#)
- 1. Once there, make sure you enter your **valid and registered** with Premier Support Serial Number
- 2. After confirming this is your product, go to **“Contact us”**



Call Us!

- You can find the ISG Support telephone number for your country/region by selecting the **“Support Phone List”**

!/! If your country/Region are not automatically chosen, please choose from the drop-down menu



Chat with Us!

- We offer you as our valued Premier Support customer an option to have live chat with one of our technician. Click on **“Chat with a Support Agent”** and follow the steps



Open an E-Ticket!

- If you do not have time to speak or to chat, please do not hesitate to open a Service Request and one of our Technicians will review your reported issue and come back to you. To do this, please click **“Submit a Service Request for SmarterSupport”** and follow the steps.

!/! make sure you upload any logs (if such available) before submitting your Service Request



Go to <https://datacentersupport.lenovo.com/>

Resources and references

- [Device & Service Registration](#)
- [Lenovo ID Creation](#)
- [Warranty Lookup Portal](#)
- [Lenovo Infrastructure Solutions Group Services Agreement](#)
- [Lenovo Statement of Limited Warranty](#)
- [Lenovo Data Center Support Plan - Lenovo Premier Support](#)
- [Lenovo ISG Support Plan - VMware](#)
- [Lenovo ISG Support Plan - ThinkAgile VX Appliances](#)
- [Lenovo ISG Support Plan - ThinkAgile VX Certified Nodes](#)
- [Lenovo ISG Support Plan - ThinkAgile HX Appliances](#)
- [Lenovo ISG Support Plan - ThinkAgile HX Certified Nodes](#)
- [Lenovo ISG Support Plan - ThinkAgile MX Appliances](#)
- [Lenovo ISG Support Plan - ThinkAgile MX Certified Nodes](#)
- [Lenovo ISG Support Plan - ThinkSystem DG, DM, and DE Storage](#)
- [Lenovo ISG Support Plan - Red Hat](#)
- [Lenovo ISG Support Plan – SUSE](#)
- [Lenovo ISG Support Plan - Lenovo XClarity](#)



Smarter
technology
for all

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thanks.