

Lenovo Support Plan

Lenovo TruScale

Worldwide

Infrastructure Solutions Group 2022





Welcome to Lenovo!

Thank you for choosing Lenovo! Lenovo offers 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 services that are reliable, flexible, and trusted.

This Support Plan provides contact numbers, resources, and guidance to help you get the best support possible when and where you need it.

Terms and conditions

The Lenovo statement of limited warranty

To review the base warranty in the Lenovo license agreement, go to:

<https://datacentersupport.lenovo.com/en/warrantylookup/warrantypolicy>

Services warranty service agreement terms and conditions

To review the service agreement for warranty extensions and upgrades, go to:

http://download.lenovo.com/pccbbs/thinkservers/global_data_center_services_agreement_english.pdf

Warranty information

Warranty status and expiration

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

Have the four-digit machine type and serial number available.

Warranty upgrade information

Go to: <https://datacentersupport.lenovo.com/warrantylookup#/upgrade>

General warranty information

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



Managed Services

Get expert 24x7 monitoring and technical system management

Managing enterprise IT environments in an evolving business and technology landscape can be costly and time consuming. Improper attention to this critical function can leave systems vulnerable to firmware or driver conflicts, resource contention, intrusion, or outages. With Lenovo Managed Services, Lenovo service professionals remotely monitor and manage your data center to enhance security and reliability and help ensure maximum performance and stability. Continuous monitoring, scheduled health checks, recommended updates, capacity planning, and performance management can bolster workforce productivity, drive innovation, and enhance business results.

Proactive management and continuous monitoring

Lenovo Managed Services enables you to improve IT efficiency and optimize data center resources with rapid access to technical expertise and best practices for industry processes. It includes 24x7 remote monitoring, problem determination and resolution, updates, and system-wide health checks. Detailed monitoring enables capacity planning and performance management, helping ensure smooth operation of data center servers and business processes. Should a technical problem arise, the Lenovo automated alert and support notification system opens a service ticket and transfers diagnostics to the Lenovo team for quick problem resolution.

Team of experts

Hand off your IT management duties to a team of experts who have in-depth knowledge of enterprise IT environments spanning a wide range of industries. End-to-end support and comprehensive resolution of all hardware and software problems empower you to maximize the value and performance of your technology investments and free valuable in-house staff to focus on core business priorities.

The role of Managed Services

Lenovo experts perform remote monitoring, technical assistance, on-call coverage, and quarterly health check services:

- Ongoing monitoring of the infrastructure hardware and software — including the OS
- Resolution of Lenovo hardware and solution-specific, software-related problems whether reported by automated monitoring systems or directly by you
- Reporting of support problems that require your attention
- Quarterly remote health checks and quarterly meetings as part of ongoing administration and management
- Maintenance and administration of the management server for monitoring and managing the solution
- Record keeping of the latest Lenovo and solution-specific software patches, critical updates, hardware health checks, and hardware firmware levels
- A client-care manager designated to perform the following functions:
 - Interface between you and Lenovo
 - Schedule and conduct the kick-off and go-live sessions, when applicable, for new monitoring engagements
 - Provide activity summary reports and health check files to you for the quarterly meeting

Solution overview

Versatile

Choose the solution(s) best suited for your requirements and needs from Lenovo's complete product portfolio, and select a pricing model right for your business.

Flexible

Benefit from the ability to adjust capacity or add new hardware as your business needs grow.

Your custom plan gives you what you need, whenever you need it, with no minimum consumption commitment from 0% to 100%.

Simple

You'll get the convenience of a monthly fee instead of the burden of huge upfront capital expenses.

We install, deploy, and monitor to help ensure maximum uptime, ROI, and achievement of your business goals. A dedicated Customer Success Manager serves as your long-term success partner and handles your issues exclusively.



Dedicated customer success manager

Your advocate inside Lenovo's operations

- Primary point of contact for anything related to your use of the offering
- Ensures your solution is fully capable on time, and your personnel is trained and ready to operate our TruScale offering
- Manages complexity behind the scenes to drive resolution on your behalf and handle escalations

Devoted resource for your team

- Holds regular (quarterly) reviews with your team, discusses your usage of the platform, addresses any new issues, and resolves any lingering questions
- Manages credit validation and billing cycle and also answers any questions
- Maximizes your value from the TruScale offering to achieve business goals

Need help?

Non-critical issues

During business hours, customers should contact their customer success manager through the CSM email, or by opening an E-Ticket through the Customer Portal. The CSM will contact customers during business hours to resolve issues.

- truscale@lenovo.com
- E-Ticket

Critical support issues

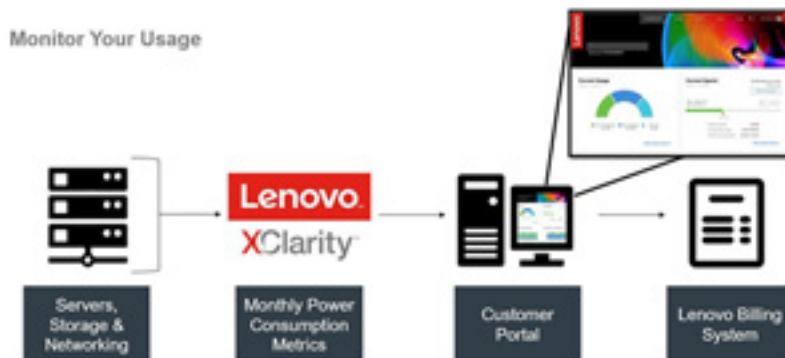
24/7 Support: customers should contact our TruScale support team via phone or e-mail.

- LMS_Info@lenovo.com

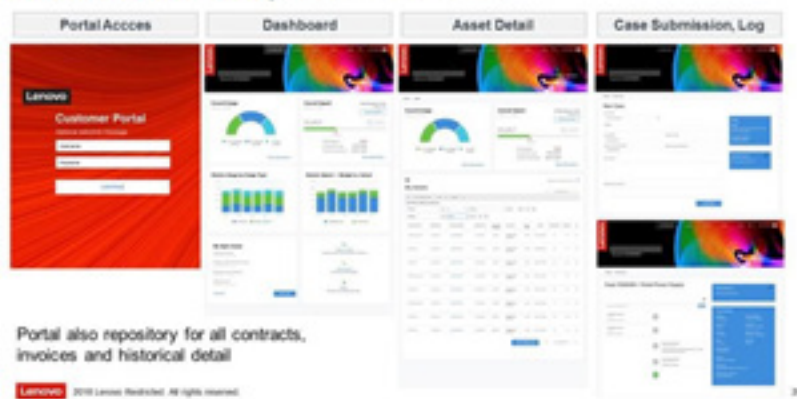
Technical support phone numbers

<https://datacentersupport.lenovo.com/TruScaleSupportPhoneList>

View your account usage



Customer Portal | Detailed View



Case submission

Create Case (Customer)

Submit an issue online and we'll contact you

Open a Case

Submit an issue online and we'll contact you

Form fields:

- Asset Type
- Asset ID
- Asset Name
- Asset Location
- Asset Status
- Asset Date
- Asset Type
- Asset ID
- Asset Name
- Asset Location
- Asset Status
- Asset Date

Submit



Services lookup tools

Data Center Services Portfolio

Lenovo offers a comprehensive portfolio of services that supports the full lifecycle of your Lenovo IT assets. At every stage from planning through end-of-life, we offer the expertise and services you need to more accurately budget for IT expenses, deliver better service level agreements, and generate greater end-user satisfaction.



Additional resources

Description	URL
WEB SUPPORT PORTAL	
System x, ThinkSystem, and ThinkServer ToolsCenter	https://datacentersupport.lenovo.com/en/solutions/LNVO-CENTER
Lenovo XClarity Essentials OneCLI	https://datacentersupport.lenovo.com/tw/en/solutions/Invo-tcli
TruScale Support Phone List	https://datacentersupport.lenovo.com/TruScaleSupportPhoneList
SERVICES LOOKUP TOOLS	
MY NOTIFICATIONS Alerting	https://account.lenovo.com/us/en#/mysubscriptions
WARRANTY	
Warranty Look-Up	https://datacentersupport.lenovo.com/en/warrantylookup
Product Registration	http://shop.lenovo.com/us/en/landingpage/productregistration/?linkTrack=footer:Resources_Product%20Registration