

Lenovo Device Intelligence Service Description Schedule

This Lenovo Device Intelligence Service Description Schedule (“Service Schedule”) is incorporated into the Lenovo Software as Service Cloud Agreement previously accepted by You or Customer (the “Agreement”). This Service Schedule amends the Agreement solely with respect to the Service identified in this Service Schedule. Any capitalized terms not defined in this Service Schedule will have the meaning given to them in the Agreement.

If You are entering into this Service Schedule on behalf of Customer by clicking to accept it, You represent and warrant that: (a) You have full legal authority to bind Customer to this Service Schedule; b) You have read and understand this Service Schedule; and (c) You agree, on behalf of Customer, to this Service Schedule.

The parties agree as follows:

1. Definitions

“**Order Form**” means the operational sales agreement entered into between Customer and Lenovo.

“**Service**” means only the Lenovo Device Intelligence SAAS offering.

“**SLA**” means the SLA or Service Level Agreement as defined in the Lenovo TOS.

“**End-Users**” means the Customer’s employees whose PCs this Product may be deployed on.

2. Service Description

A proactive and predictive maintenance SaaS solution using health monitoring and AI machine learning technology to:

1. Perform PC health monitoring scans looking for issues that have already occurred that need remediation. (Proactive technology)
2. Perform PC health monitoring, AI machine learning and data modeling to look for patterns and anomalies that would indicate select hardware, software or other system elements are about to fail (Predictive technology). Constantly recalibrate to make the data models and predictive accuracy smarter and smarter.
3. Proactively send alerts to IT admins if a failure is predicted or has already failed.
4. Recommend prescriptive solutions which can be executed by IT administrators.
5. Resolve issues, giving administrators the choice of action depending on the issue surfaced.
6. Provide an administrative dashboard for visualization, management and support of devices in the customer domain.
7. Integrate dashboard with other 3rd Party applications for workflow management and additional analytics/insights. Provide API to connect 3rd Party Predictive and Proactive tools.

The solution is intended for use by the Customer’s IT Administrator or similar role which is in charge of the management and support of the Customer’s employees/End Users PC devices which this solution will be deployed on.

3. Support

Lenovo SLA. During the Term of the applicable agreement the web interface will be operational and available to Customer at least 99.9% of the time in any calendar month. If Lenovo does not meet the SLA, and if Customer meets its obligations under this SLA, Customer will be eligible to receive the Service Credits. This SLA states Customer's sole and exclusive remedy for any failure by Lenovo to meet the SLA.

Lenovo Support. All Customers will receive Standard Support which includes the following:, Maintenance updates of the Services, basic Online self-help and training for End Users and Administrators designed to assist Customers with implementation and use of the Services, Access to support online and issues related to the Service to work as intended. Advanced training may be fee based.

Technical Support. Customer is responsible for responding to questions from their End Users relating to Customer's or End Users' use of the Products. Lenovo only provides technical support services for the Products to the extent described in the Lenovo terms of support documentation.

4. Service Term

This Service will remain in effect for the Term specified in the Order Form operational document unless it expires or is terminated in accordance with the Agreement.

5. Payment Plan Terms

Payment terms are according to Order Form and Agreement. Updates or modifications to these Payment terms will only apply prospectively to new Order Forms.

6. Renewal

If You want to renew the Services for another Term, You need to provide notice to Lenovo according to the renewal provision in the Order Form.