

**WE MAKE THE  
TOOLS.  
YOU MAKE THEM  
DO.**

Secure, customize and upgrade  
your ThinkPad® tablet with  
Lenovo® ThinkPlus® Services.



For more information  
[www.lenovo.com/services](http://www.lenovo.com/services)

**lenovo**® **FOR**  
**THOSE**  
**WHO DO.**™



You need a tablet built for business, and the Lenovo ThinkPad tablet is your DO machine. This is the only tablet on the market today to offer a full portfolio of enterprise level services, and specific features to help business professionals do more on the go. Better management of multiple devices, more customization options, higher productivity and enhanced security give you the peace of mind to make your ThinkPad tablet the go-to system for your critical business needs.

### LENOVO THINKPLUS SERVICES – PROTECTORS OF YOUR DO MACHINE

Protect your investment with Lenovo's award-winning ThinkPlus Service and Support. ThinkPlus offers a comprehensive portfolio of commercial grade services, giving customers a single-source solution with global coverage and reliable, product-specific expertise that customers can rely on.

#### WHAT WE OFFER

SERVICES OFFERED	DETAILS
Factory Services	Zero touch provisioning, imaging and asset tagging
Warranty Extensions	2 or 3 years Mail-in Depot/ Carry-in
Warranty Upgrades	1, 2 or 3 years On-site (where available)
	1, 2 or 3 years Priority Support
Protection Plans	1, 2 or 3 years ThinkPad Tablet Protection (for non-warranted damage)

#### ThinkPlus Services Advantage

- Enterprise level service portfolio, including imaging, factory services and protection plan, each a unique offering in the tablet marketplace
- In-region, local language support through 20 worldwide service centers – 3x more than competitive average
- Lower call hold times and abandon rates – up to 50% better than competition<sup>1</sup>
- Higher first time fix rates – 30% better than competition<sup>1</sup>
- Industry awards and recognition for support excellence<sup>2</sup>
- Factory services – customization, security and asset tagging: let Lenovo give you peace of mind by knowing your tablet is prepared for the unique requirements and needs of your business environment

### FACTORY SERVICES – CUSTOMIZATION, SECURITY AND ASSET TAGGING

Tablets need considerable customization before they are ready for business use. Lenovo's unique Factory Services give you the customization, security and tracking ability you need to get your tablets effectively integrated into your organization. Our Imaging Technology Center offers no touch provisioning with a single point of contact, saving your organization time and money, while increasing productivity and providing the security needed for an enterprise environment.

#### LENOVO'S FACTORY IMAGING ADVANTAGE

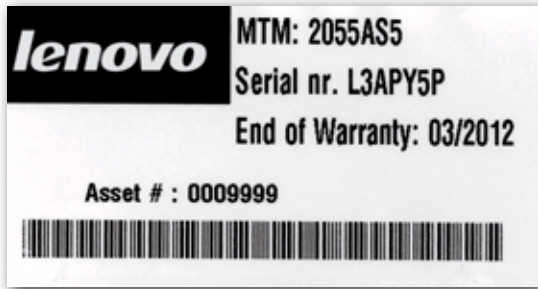
EXPERIENCE	TIME IS MONEY	PRODUCTIVITY AND SECURITY
<ul style="list-style-type: none"> <li>• 3,000+ customers, 8 million images</li> <li>• Dedicated engineer per account</li> <li>• Direct link to Google Developers</li> <li>• Android and Windows® expertise on the same team</li> </ul>	<ul style="list-style-type: none"> <li>• Utilize Lenovo Android experts versus hiring your own internal resources. Android developers are expensive</li> <li>• Deployment takes away from end-user productivity and developer app creation time</li> </ul>	<ul style="list-style-type: none"> <li>• Your security settings are enabled right out-of-the-box—before an end-user can compromise them</li> <li>• End-user self-deployment reduces consistency and increases support costs</li> <li>• Lenovo engineers have extensive experience getting Windows® and Android to sync</li> </ul>

## LENOVO'S ASSET TAGGING

Let Lenovo assist you with asset management. Our asset tagging services allow you to streamline deployment, saving you time and reducing the risk of loss or theft of valuable technology assets.

### Capabilities

- High quality, professional, flexible asset tag
- Variable location and size
- Customer specified unique asset tag number ranges



### Benefits

- Strong asset management program
- Lenovo provided list of serial numbers
- Assets are under management from day one
- Optional barcodes allow for very quick and accurate tracking
- Saves time and reduces loss or theft of valuable technology assets

## WARRANTY EXTENSIONS AND UPGRADES

A warranty extension protects your investment and provides the ability to match warranty term to the intended lifespan of your ThinkPad tablet. A warranty upgrade gives you access to higher levels of service and response, such as on-site or Next Business Day Service. Warranty Extensions for the ThinkPad tablet are available for periods

of 2 or 3 years (total duration), beginning with the initial warranty start date.

ThinkPlus Warranty Extensions give you the means to keep your go-to business system on-the-go and synched to what's important. Protect your ThinkPad tablet and your budget against the hassles of unexpected repair costs. Let Lenovo help you get things DONE.

### On-site Service<sup>3</sup>

Parts and labor repair coverage where labor is provided on-site at your place of business.

- If Lenovo determines your product problem is covered by the product warranty and cannot be resolved over the telephone, a technician will be dispatched to arrive on-site, typically the Next Business Day.
- Service is available during Lenovo's normal in-country business hours. Calls received after 4:00pm local time will require an additional business day for service dispatch.

### International Warranty Service (IWS)

PC repair coverage for customers who require a critical warranty repair while traveling internationally.

- International Warranty Service is available, but regional differences in service level may apply.

[www.lenovo.com/internationalwarranty](http://www.lenovo.com/internationalwarranty)

## THINKPLUS PRIORITY SUPPORT – MUST-HAVE SUPPORT FOR BUSINESS PROFESSIONALS

ThinkPlus Priority Support<sup>4</sup> is an essential support solution that gives ThinkPad tablet users or IT staff direct access to the right level of support on the first call, making your priority our priority. Priority Support leverages Lenovo's award-winning service capabilities and provides faster access to advanced technicians experienced in the unique support needs of tablets. Priority Support saves time with improved first time fix rates, and reduced downtime, increasing end-user satisfaction and helpdesk productivity, while managing overhead costs.

## PRIORITY SUPPORT

FEATURE	FUNCTION	BENEFIT
Priority call routing	Customers receive a dedicated phone number, and their calls routed into a direct queue to our advanced skill technicians, typically answered in 1 minute or less.	Your time is valuable, your needs are critical. Calls are answered fast and we get you to the front of the call queue.
24x7 local language telephone tech-to-tech support	Priority Support technicians are available 24x7 and attuned to solving the most critical tech support issues.	We resolve your problems with speed and expertise, 24x7 and get you and your business back on track.
Web-based service call tracking tools	Lenovo's web-based tracking service call status from start through resolution to reduce administrative time.	IT departments can develop powerful insight into PC support issues within the organization. Identify root causes and develop remedial action plans.
Escalation management	When complex issues arise, an escalation process is in place to manage the problem from diagnosis to closure.	A well-managed escalation process reduces administrative time and allows your IT staff to focus on business objectives while maintaining exceptional end-user support.
Third-party software support	Lenovo will provide best effort troubleshooting on problems with preloaded third-party software applications. For software usage issues beyond Lenovo's scope of third-party SW support, Lenovo will facilitate a transfer to the third-party SW vendor <sup>5</sup> .	Save time with a convenient single source provider for both hardware and software needs.

### BASIC SYSTEM WARRANTY SERVICE

#### THINKPLUS WARRANTY

- WARRANTY EXTENSIONS
- WARRANTY UPGRADES (E.G. ON-SITE)

### MAINSTREAM SUPPORT FOR IT PROFESSIONALS

#### THINKPLUS PRIORITY SUPPORT

- 24x7 TECHNICAL PHONE SUPPORT
- ADVANCED LEVEL TECHNICIANS
- PRIORITY CALL ROUTING, <1 MINUTE
- THIRD-PARTY SW SUPPORT
- ELECTRONIC CALL TRACKING SYSTEM
- ESCALATION MANAGEMENT PROCESS
- WARRANTY EXTENSIONS AND UPGRADE BREAK/FIX OPTIONS

### CRITICAL ON-SITE RESPONSE NEEDS

#### RECOMMENDED THINKPLUS SERVICES

- THINKPLUS PRIORITY SUPPORT
- +
- ON-SITE, NEXT BUSINESS DAY
- +
- THINKPAD TABLET PROTECTION
- +
- WARRANTY EXTENSION OPTIONS

### THINKPAD TABLET PROTECTION FOR NON-WARRANTED DAMAGE

With ThinkPad Tablet Protection, your tablet is protected beyond the system's base warranty from non-warranted operational or structural failures due to drops, minor spills, electrical surges or failure of the integrated screen. ThinkPad Tablet Protection decreases downtime, and in turn, increases business productivity, and allows you to accurately predict and budget service costs for the year. Out of warranty hardware repair to a damaged tablet would exceed \$350 USD for minor repairs and up to \$950 for replacement of multiple parts—more than the cost of a new tablet. ThinkPad Tablet Protection not only saves you downtime, but can save 75–90% relative to the typical cost of repair<sup>6</sup>.

#### What's covered??

- Operational or structural failures under normal operating conditions or handling
- Minor liquid spills
- Unintentional drops and bumps
- Damage from electrical surges
- Integrated LCD screen failure

#### What's not covered?

- Cosmetic damage that does not affect system function, and damage from intentional misuse or failure to follow manufacturer's recommended care and use
- Damage due to unsuitable operating environment or improper maintenance
- Theft or loss
- External peripherals, consumable parts (i.e. batteries), removal or alteration of parts, accessories, keyboards, mice, printers, scanners, digital pen, folio, cradle, power adapters and external power supplies
- Third-party products (even if sold by Lenovo)
- Battery and battery chassis
- Fraud, fire, theft, misuse, abuse or willful act
- Data, business interruptions, obsolescence, rust, change in color, texture or finish, wear and tear

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