



SUPPORT FOR YOUR THINKSERVER MADE EASY.

GET PEACE OF MIND WITH THINKPLUS
SERVICES FROM LENOVO.

GET UP AND
RUNNING, STAY
PRODUCTIVE.

EXPERIENCE PRIORITY
SUPPORT FROM LENOVO
AND YOUR LENOVO
BUSINESS PARTNER.



Since servers play a critical role in your day-to-day business operations, finding the right partner and the right service and support is as critical as having the right hardware. ThinkPlus™ Priority Support, delivered hand-in-hand with our Lenovo® Approved Service Providers, keeps your new Lenovo ThinkServer™ in peak working condition. Lenovo and your Lenovo Business Partner have you covered.

ThinkPlus Priority Support for a Successful Mission-Critical Solution

ThinkPlus Priority Support provides the expert product support needed to get your server solution up and running and keep your business productive throughout the lifecycle of the hardware by working hand-in-hand with your solution provider:

- You and your Business Partner decide what support process best suits your needs—contact Priority hotline directly or have your Business Partner coordinate services through their helpdesk (a list of worldwide ThinkPlus Priority Support phone numbers are available at www.lenovo.com/myprioritysupport.com)
- Business Partners who are Lenovo Approved Service Providers can provide next business day on-site warranty services with the skills, infrastructure and expert support of Lenovo backing them up, 24/7
- Lenovo supports your solution provider to deliver the best possible support experience for your new ThinkServer

A proven track record of service and support, delivered hand-in-hand with partners

ThinkPlus Priority Support leverages Lenovo's worldwide infrastructure and deep technical expertise as the OEM of ThinkServer, including a proven track record of award-winning services on Lenovo notebook and desktop computers. This infrastructure and expertise, combined with the personal attention of your Lenovo Business Partner, is a combination that is unmatched in the industry. It's your assurance that you've made the right choice.



ThinkServer™ Ideas
Easy to Use
Easy to Install
Easy to Expand
Easy to Maintain

lenovo®

NEW WORLD. NEW THINKING.™

THINKPLUS PRIORITY SUPPORT FOR THINKSERVER SYSTEMS INCLUDE:

24/7 Telephone Technical Support	Simple	Simplify support with a single source for hardware and software expertise that's available when you need it the most.
Priority Call Routing	Fast	Readily available fast access gets you to the front of the queue.
Advanced Level Technicians	Effective	Fast problem resolution by technicians with the expertise to diagnose and solve problems quickly.
Basic Usage and Software Installation Support	Easy	Telephone support for software installation and basic usage problems for in-the-box applications, including ThinkServer EasyManage, EasySetup and EasyUpdate.
Next Business Day On-site Service	Convenient	The partner you can trust at your place of business, with the parts and expertise to fix the problem right the first time. Available during normal business hours.
OPTIONAL SERVICES		
Hard Disk Drive Retention	Safe	Once your data, always your data. If your hard disk drive fails, just retain the failed drive that contains your business data. Hard Disk Drive Retention can be purchased as part of ThinkPlus Priority as an add-on option.

FREQUENTLY ASKED QUESTIONS

Q. WHY SHOULD I BUY THINKPLUS PRIORITY SUPPORT?

A. Nobody knows your ThinkServer better than Lenovo and our Approved Service Providers. Lenovo has the technical expertise, plus the service delivery infrastructure to ensure that every Customer and Business Partner receives the highest level of product support for a successful solution.

Q. I HAVE A GREAT SERVICE RELATIONSHIP WITH MY LENOVO BUSINESS PARTNER. DO I HAVE TO GIVE THAT UP?

A. No. Your Lenovo Business Partner can still be your single point of contact for all service related activities. ThinkPlus Priority Support works with you and your solution provider to provide expert support, 24 hours a day, 7 days a week.

Q. WHERE AND WHEN CAN I PURCHASE THINKPLUS PRIORITY SUPPORT?

A. ThinkPlus Priority Support is available for purchase through your Lenovo ThinkServer Business Partner at any time during the initial ThinkServer warranty period, though we recommend discussing your service and support needs with your Partner at the time of hardware purchase to ensure a successful solution from day one.

OTHER SERVICES YOU MAY BE INTERESTED IN

STANDALONE HARDWARE INSTALLATION

Get your ThinkServer ready for business with expert installation service from Lenovo Approved Service Providers.

ONLINE TRAINING**

Web-based online training includes the basics of implementing, deploying and managing Lenovo ThinkServer.

WARRANTY EXTENSIONS AND UPGRADES

Extend base warranty coverage from one to three years. Upgrade to on-site four-hour response.

LENOVO ONLINE BACKUP

A secure, off-site storage location for critical business data, Lenovo Online Backup provides an additional layer of encrypted data security for customers. Data is accessible and recoverable from anywhere in the world via an Internet connection.

HARD DISK DRIVE RETENTION

Hard Disk Drive Retention is an optional service that customers may purchase along with Priority Support. In the event of a hard disk drive failure, Lenovo will let you retain your hard disk drive to ensure that your data remains in your possession.

*Targeted response time, after initial telephone troubleshooting

**Online training is available in English only.

 www.lenovo.com/services  1-800.288.5366



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