

WHAT'S COVERED?

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

WHAT'S NOT COVERED?

- Cosmetic damage and damage from intentional misuse
- 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 and stylus
- Third-party products (even if sold by Lenovo)

The following case study illustrates a real world example of a fortune 500 financial services customer purchasing ThinkPad Protection.

For an installed base of 10,000 computers over a three year period:

- The customer experienced a 10% TPP claim rate
- 980 claims were serviced through initial 18 months of coverage

Level 1 Claims: 25

Replaced: hard disk drives, DVD, CD-ROM and miscellaneous cards.

Level 2 Claims: 195

Replaced: CPU, LCD, system board (one only, two or three replacements is Level 3).

Level 3 Claims: 760

Multiple level repairs (1 & 2), or more than one part in Level 2.

REPAIR NOTEBOOK COMPUTERS

Actual parts cost	Actual labor cost			Total cost to repair over 18 months period:	Costs over a 3-year period:	Customer Investment in TPP:	Customer Savings over 3-years:
	Level 1	Level 2	Level 3				
\$822,995	\$1,875	\$29,250	\$171,000	\$1,025,120	\$2,050,239	\$1,573,404	\$476,835

With ThinkPad Protection, I was able to save:

- \$1.5 million versus the cost of replacing
- \$450,000 over the cost of repairing

That's at least a 30% direct cost savings over three years, without any unforeseen capital expenditure!



THERE'S NO SAFER PLACE FOR YOUR BUSINESS.

Lenovo® ThinkPad® Protection:
The right thinking to protect your investment.



THERE'S MORE THINKING IN **ThinkPlus Services**



THERE'S MORE THINKING IN **ThinkPlus Services**

A PREDICTABLE WAY TO KEEP PRODUCTIVITY HIGH AND PC REPAIR BUDGETS LOW.

LENOVO THINKPAD PROTECTION, THE ULTIMATE PROTECTION FOR THE ULTIMATE BUSINESS TOOL.

PEACE OF MIND THAT GOES BEYOND SYSTEM WARRANTY

The unexpected can happen. Even to exceptionally engineered PCs. Lenovo ThinkPad Protection gives you complete peace of mind by ensuring your IT budget is sound, your employees stay productive and can work with confidence anywhere their work takes them.

Organizations with a highly mobile workforce are more likely to experience greater PC wear and tear. In fact, our repair data indicates that 16% of corporate mobile users will experience damage not covered by the base manufacturer's warranty. Lenovo ThinkPad Protection goes beyond the system warranty, and provides coverage for minor drops, liquid spills, and more.

ThinkPad Protection is carried out by Lenovo trained technicians in Lenovo repair centers using advanced diagnostic tools, so notebook owners can be assured their PC will be repaired right the first time. If the system is damaged beyond repair, Lenovo will replace the entire unit (terms and conditions apply).

EFFECTIVE BUDGETING ENHANCED PRODUCTIVITY

The cost for repairs can quickly add up, especially with highly mobile professionals. By purchasing

ThinkPad Protection now, you can protect your mobile PCs and avoid the hassles and budget implications of paying for unplanned system repairs. In other words, you just make a single initial investment to fit your budget. Depending on the number of systems covered over the life of your installed base, you could save significantly on unplanned



repair expenses and hours of unplanned downtime. You'll also maintain a happier workforce, as issues will be fixed correctly the first time. The repairs are done by experts with the right tools to fix the problem. ThinkPad Protection keeps users' downtime to a minimum.

More importantly, unless damaged beyond repair, the users will get their own machine back in the fastest possible turnaround time.

WHY THINKPAD NOTEBOOKS NEED THINKPAD PROTECTION

ThinkPad notebooks come with the legendary quality and performance of Think-branded PCs. They are engineered to military specifications and have the best functionality, reliability and usability features in the industry. The ThinkPad notebook's roll cage design helps protect its inner components, so it can withstand the most rigorous usage. But even then, unexpected drops, spills or bumps can occur. ThinkPad Protection helps repair your PC quickly, getting you and your PC back to work.

WHY THINKPAD PROTECTION?

Here are some factors to consider:

- ThinkPad Protection lowers the notebook's Total Cost of Ownership by extending its life and protecting your investment
- Based on a sample of Lenovo claims, our customers save, on average, 28% with ThinkPad Protection versus the cost of the repair
- IT Departments don't have to purchase and manage spare inventory to fix damaged PCs
- Lenovo's comprehensive diagnostic tools can identify hidden damage that may have otherwise gone untreated
- International repair centres with in-country language support, ensures you have coverage when and where you need it
- Lenovo's repair depots repair and return your PC quickly and conveniently
- Unless damaged beyond repair, each user's own PC is returned to them when repaired
- By covering Lenovo notebooks with Lenovo ThinkPad Protection service, your upfront investment is less than 1/10th the cost of a typical repair

TYPICAL REPLACEMENT COSTS FOR COMMONLY DAMAGED COMPONENTS

System Planar	up to \$1,300
DVD Drive	\$300
Display	\$502
Hard Disk Drive	\$194