

WARRANTY 4Y Premier Support Plus (5WS1M87038)

4Y Premier Support Plus upgrade from 1Y Onsite

Premier Support Plus provides faster issue resolution, protects your investment, and prevents IT issues before they become problems.



Services

Key Selling Points

24 x 7 x 365 hardware and software support
Direct access to advanced technicians
Single point of contact and simplified escalation
Unscripted solutions through phone, chat, or email
Next business day onsite and parts prioritization
Proactive and predictive issue detection

Product Features

Supporting your workforce was never this complex

Your IT teams are stretched with routine maintenance and support workloads, and are left with little time for innovation. Recruitment is a challenge in the face of IT skills shortages. Supporting the remote workforce at the same time as driving digital transformation is extremely challenging for CIOs and IT teams. Organizations need to adapt to high technologies and practices rapidly.

Boost productivity and EX with a single support solution

Premier Support Plus is all about connecting those who need support with those who are prepared to provide it. Your users get direct access to advanced technicians who provide better, faster solutions that work every time - anytime, anywhere. The result? Reduced downtime, increased productivity, and a much better employee experience.

The broad, smart support solution out there

Premier Support Plus goes beyond user support and issue resolution. It offers a suite of smart services that help your business in the journey toward maximum productivity.

Main specifications

Product Description	Lenovo Premier Support Plus Upgrade - extended service agreement - 4 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years (from original purchase date of the equipment)
Response Time	Next business day
Covered Configurations	System with 1 year Onsite Support

Extended specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years (from original purchase date of the equipment)
Response Time	Next business day
Covered Configurations	System with 1 year Onsite Support

Details

Service & Support	Extended service agreement - parts and labour - 4 Years - on-site - response time: NBD † Technical support - phone consulting - 4 Years - availability: 24 hours a day / Monday-Sunday † Accidental damage coverage - 4 Years † Defective HDD/SSD retention - 4 Years
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Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet