Smarter technology for all

ISG Services

Syed S Hussaini.

Lenovo

SSG vision

To bring our customers' vision to life by delivering smarter solutions

We Serve a Global Customer Base

75+
Call Center Sites Worldwide
(39 languages across 200+ countries)

2,400+
Service Centers

24,000+
Authorized Technicians

66
Distribution Centers

610
Parts Location

Our Strategy: Outcome-based Solutions Put the Customer First

Strengthen the Core
(Standard Services)

Global Product Services

Support Services

Post Warranty

Premier Suite

Deployment

Sustainability

Co2 Offset

Asset Recovery Services
(ARS)

Capture Growth Markets
(Advanced Services)

Hybrid Cloud Services

Professional Services

Managed Services

TruScale IaaS

AI Services & AI
Powered Verticals

AI-powered, delivered via Lenovo TruScale

Comparison between Part Number & Service Contracts

Lenovo Services

Lenovo Services Part Numbers (SKUs)

- ✓ 1 Part Number associated to 1 Serial Number
- ✓ Machine Level Contract
- ✓ Requires registration and activation – please note !
- ✓ Pre-paid
- ✓ Available in Hardware Configurators
- ✓ Easy to Attach at Point of Hardware Sale
- ✓ Simplified Services Portfolio and more
- **Lenovo Services Part Numbered Offerings**
  Check DCSC for country availability and compatibility with MT
  - ThinkSystem, ThinkAgile, System x
  - Premier Support
  - OEM IBM Storage
  - Lenovo Storage (S Series)
  - Software Support, Hardware Installation
  - ThinkServers

Service Contracts (CBSO) via LSCS

- ✓ Customer Level Contract, based on inventory
  - Multiple MT/models/serial #
  - Multiple SLAs for multiple systems
  - Flexible: easy to add and remove inventory
- ✓ Does not require registration
- ✓ Invoiced monthly, quarterly or yearly
- ✓ Automatically renewable
- ✓ *Customized contract terms*
- **Services Offerings**
  - ThinkSystem and System x
  - Hard Drive Retention
  - Premier Support
  - Hardware Installation
  - Project Based Professional Services
  - GTMS

ISG Warranty Overview

	Base Warranty	Standard Support	Premier NBD	Premier 4-Hour	PESS 4-Hour	6-Hour CSR
			Warranty Upgrades/Extensions			**Add-On**
Service Level	Next Business Day	Next Business Day	Next Business Day	24x7x4[1]	24x7x4[1]	24x7 6 HR CSR[2]
Problem Determination	9x5	9x5	24x7	24x7	24x7	24x7
E2E Case Management	No	No	Yes	Yes	Yes	Yes
Escalation Management	No	No	No	No	Yes	Yes
3rd Party Collaborative Software Support	No	No	Yes	Yes	Yes	Yes
Support Duration	1 or 3 years	3-5 years	3-5 years	3-5 years	3-5 years	3-5 years
Post Warranty Options	N/A	1 or 2 years	1 or 2 years	1 or 2 years	1 or 2 years	1 or 2 years
Delivery Method	CRU parts replaced by customer; FRU parts installed by technician	All parts can be installed by technician	All parts can be installed by technician	All parts can be installed by technician	All parts can be installed by technician	All parts can be installed by technician
Onsite Response	Commercially Reasonable Endeavors Next Business Day	Technician on-site with parts NBD after problem determination	Technician on-site with parts NBD after problem determination	Technician on-site with parts 4 hours after problem determination	Technician on-site with parts 4 hours after problem determination	System restored to conformance within 6 hours after call entry
Committed Service Repair	No	No	No	6 HR CSR available as an add-on	6 HR CSR available as an add-on	Yes

[1] 4-hour Response is an onsite response after problem determination has been completed. Onsite response is not available in all locations.
[2] 6hr CSR (Committed Service Repair)
Availability of Service Levels may vary by product and by region refer to Locator Tool for more info.

Premier Portfolio
Enhancing our customers' experience through Premier experience

Features	Base Warranty Support	Simplified Portfolio	Premier Support	Premier Enhanced Storage Support
SLAs for Hardware Repair	9x5 **Next Business Day**	**Foundation: NBD** **Essential: 4hr Res** **Advanced : Not available**	**Foundation: Next Business Day** **Essential: 4hr Res or 24hr CSR** **Advanced: 6hr CSR**	**Foundation: Not available** **Essential: 4hr Res or 24hr CSR** **Advanced: 6hr CSR**
Hardware Support Parts and Labor	✓	✓	✓	✓
24 x 7 Technical Support Access	✓	✓	✓	✓
Keep Your Drive	—	—	Included with Premier Essential and Advanced	✓
Technical Lenovo badged resources	—	—	✓	✓
Single Point of Contact & E2E Case Management	—	—	✓	✓
3rd Party Collaborative SW Support & Assistance	—	—	✓	✓
Live Chat	—	—	✓	✓
Phone and Chat Priority Access	—	—	Direct Priority & Routing	Direct Priority & Routing
First Contact Advanced Level Remote Support	—	—	Dedicated Lenovo Premier Support Engineer	Dedicated Lenovo Premier Support Engineer
E-Ticket Response Times	—	—	20 min. target	20 min. target
e-Support – Online Case Management	—	—	Service Connect	Service Connect
Mandatory Automated Issue Detection	—	—	—	**ASUP – Storage – HW/SW**
Dedicated Account Management (SEM/TAM)	—	—	—	✓
Parts Prioritization	—	—	✓	✓

Professional and Managed Services Portfolio

Partner Ecosystem

vmware • NVIDIA • Deloitte.
COHESITY • SAP • NUTANIX
Azure • intel • veeam
Red Hat • AMD • CITRIX
Microsoft • NetApp • Mellanox TECHNOLOGIES

Data and Analytics
- ThinkSystem DE, DM Onsite or Remote Deployment
- ThinkSystem DM Series File Migration
- ThinkSystem DE, DM Health Check
- SAP HANA Deployment
- SAP HANA Health Check

Hybrid Cloud
- Microsoft Azure VM Migration
- ThinkAgile SXM Deployment and Health Check
- VMWare VCF, VRA, VRO
  - Design and Deployment Services (Remote)
- VMware Cloud Foundation
  - Self Service Portal
  - Operations Management
  - NSX Design and Deployment Service
- Cloud Assessment Workshop

SDI & VDI
- ThinkAgile MX Deployment (MS Azure Stack HCI)
- ThinkAgile HX Deployment (Nutanix)
- ThinkAgile VX Deployment (VMWare)
- ThinkAgile MX, HX, VX Health Check
- VDI Workshop

Power and Cooling
- Data Center Best Practices Workshop
- Data Center Power and Cooling Assessment
- DTN Cooling for Neptune Portfolio Systems
- Rear Door Heat eXchanger Installation

Managed Services
- Managed Services for Infrastructure
- Managed Services for SAP HANA
- Managed Services for VMware, VCF, VSAN

HPC
- High-Performance Computing Deployment
- High-Performance Computing Health Check
- HPC GOAST end to end deployment
- HPC SysAdmin – services & monitoring

Offset Carbon Emissions at the Click of a Button

- CO_2 compensation is based **on estimated carbon emissions** by product, covering production, shipment and average lifecycle.

- A **simple and tangible** way to offset carbon emissions and help the environment by supporting verified **United Nations, CDM, Gold Standard®, Climate Action Reserve** Climate Action projects.

- **Unique to Lenovo** – a tailored approach to carbon offsetting that is directly linked to devices purchased,

- **Transparency** of carbon offset through a Sustainability Dashboard that allows you to view details of the offsets, the climate action projects each offset supports and download proof of offsets.
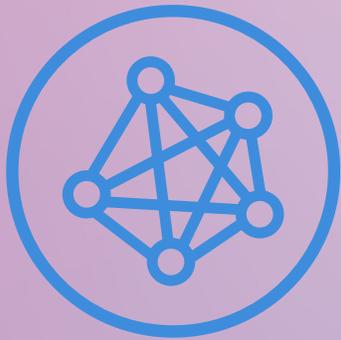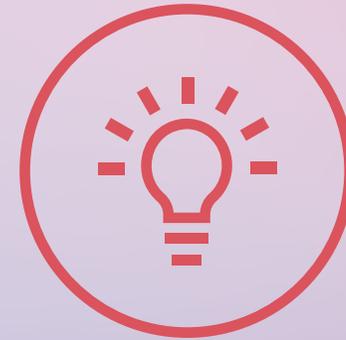
Lenovo
Services

What?

- Secure and **environmentally conscious recycling** of EOL devices.
- **Hardware agnostic** - manages both Lenovo & multi-brand assets at a global scale
- **Custom solution** that helps mitigate risks of improper e-waste disposal.
- **Fair market value (FMV)** for re-marketable assets at end-of-life.

Why?

- Show **commitment to sustainability** and help minimize the impact of e-waste.
- Help improve your bottom line and **enjoy TCO benefits.**
- **Offset costs** for a new technology refresh and ensure employee productivity.
- Easy, simple solution with Lenovo as your **one-point of contact.**
- Aims to **mitigate data security** and compliance risks.

How?

- Lenovo is your **single point of contact** with detailed reporting:
  - ❑ Secure transport of devices from client location
  - ❑ Data security
  - ❑ Environmentally conscious recycling
  - ❑ Optimize recovery value
- Engage **industry leading ITAD partners**
- **Onsite services** on customer request

Smarter technology for all

ISG Services
Post Warranty

Three Sales Scenarios for Extended Warranty

At Time of Purchase

Most customers purchase 3 year warranty

Provide piece of mind and best ROI to the client with the extended Warranty

Post-Warranty Prior to Expiration

Client did not understand the importance of extended Warranty

Engage Client to discuss importance of upgrades and access to latest updates

Post-Warranty After Expiration

Client panics once they understand situation

Great reason to discuss warranty extension on all HW

Check to see if HW refresh is more appropriate

Post Warranty Support – Key Benefits

While it is important to keep technology up to date there may be reasons why investment into new infrastructure is deferred. Lenovo post warranty support gives customers peace of mind with a comprehensive portfolio of service levels with direct access to certified engineers and fast response.

Reduce risk in supporting new technology – by leveraging Lenovo support team and expertise in troubleshooting issues.
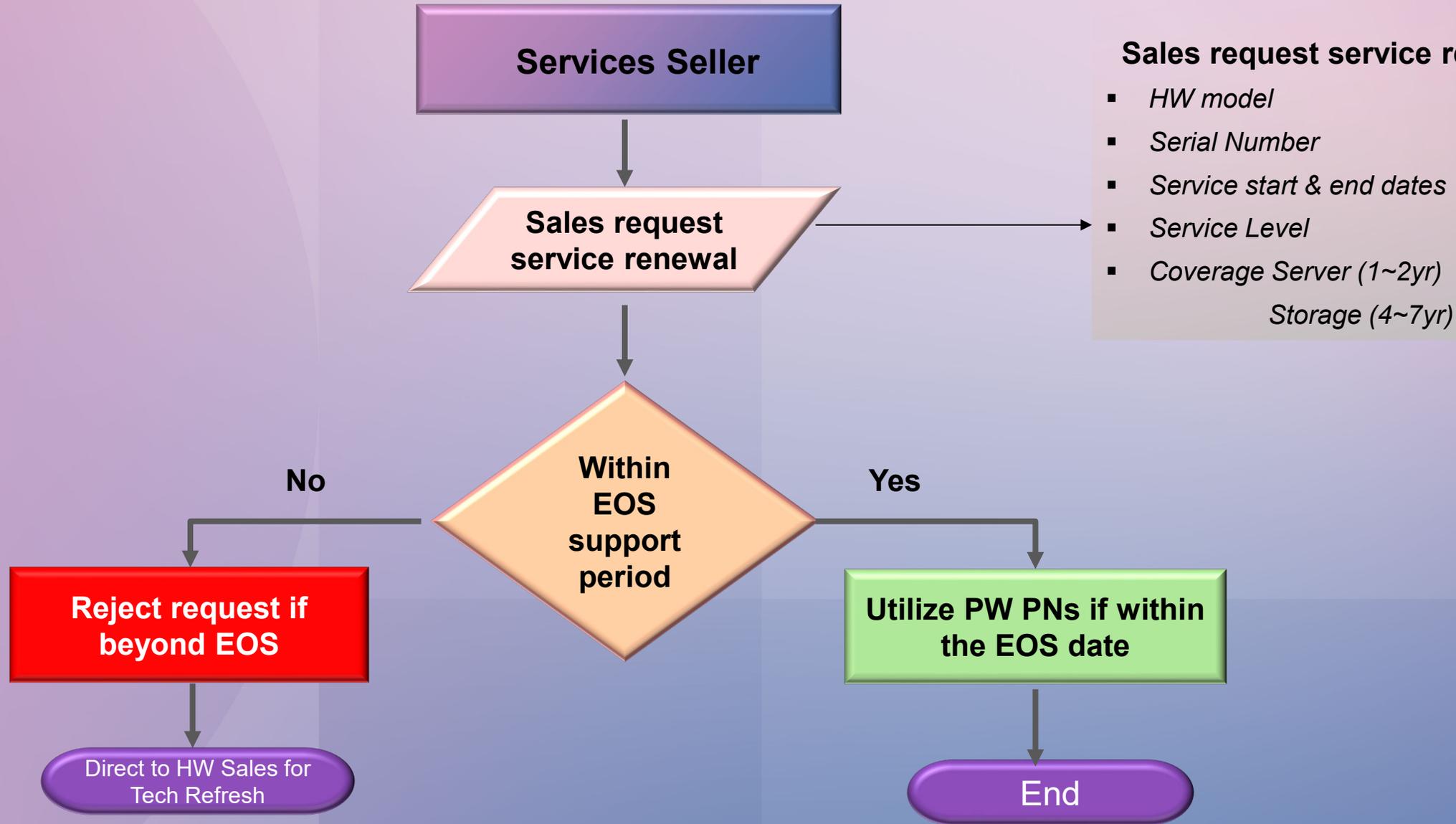
Reduce IT and Operating Costs - by augmenting your IT staff and reducing your total cost in supporting applications.

Provide predictable costs for budgetary planning – using support offerings sold up-front at point of sale, you know exactly what your IT spend will be over a 3-to-5-year time frame.

Improve operational efficiency – by leveraging Lenovo support, you can receive a single point of contact that allows your IT staff to focus on other priorities

ISG Service Renewal – PN

Services Seller

Sales request
service renewal

Sales request service renewal:

- *HW model*
- *Serial Number*
- *Service start & end dates*
- *Service Level*
- *Coverage Server (1~2yr)*
    Storage (4~7yr)

Within EOS support period

No

Yes

Reject request if beyond EOS

Utilize PW PNs if within the EOS date

Direct to HW Sales for Tech Refresh

End

ISG Service Renewal – Contract LSCS

Services Seller

Sales request service renewal in LSCS

Sales request service renewal in LSCS:

- *HW model*
- *Serial Number & Contract No.*
- *Service start & end dates*
- *Service Level*
- *Coverage Server (1~2yr)*
  - *Storage (4~7yr)*

Within EOS support period

No → **Reject request if beyond EOS** → Direct to HW Sales for Tech Refresh

Yes → **Quote in LSCS** → End

① If MTM has a service end date > (serial install date + 1800 days) the system will trigger a special bid workflow or quoter can adjust the date within 5Yrs of the install date

Smarter technology for all

ISG Services

Tools

Lenovo

Warranty Lookup 🔍

Lenovo
Services

❖ **Input Serial number**

Search By Serial Number

| Examples : PG01GTB2, R90MNVU1 | Submit | ℹ |

Article How to find your serial number
Video How to find my serial number using Windows Command Prompt
Video How to Detect My Product using Lenovo Service Bridge

or

Detect My Device

❖ **Warranty information**

🛡 **Warranty & Services**   Need Help?

V3700 (Storwize) - Type 6099
↻ Change Product

Serial Number
78D2FWN ℹ

🏠 Product Home
⬇ Drivers & Software
☐ How To's
☐ Guides & Manuals
🛡 **Warranty & Services**
✖ Repair Status
☐ Parts
🎧 Contact Us

Warranty Status: In warranty

Days Remaining: 4   Warranty Start   Warranty Expiration
Model: 24E   2017-12-25   2022-12-24
Ship-To Location: United States of America
Ordered Product Model: 6099SEU
                                                                      Days Remaining
                                                                      4

Thank You!
We appreciate your feedback.

Terms & Conditions | Register This Product | Contact Us

Warranty History

Date ⇅

| 2022-12-24 | ❗ On Site | 5 YR On-site, 7X24 4HR Response Upgrade |

ID: SPF   Start Date: 2017-12-25   Days Remaining: 4
Status: Active   End Date: 2022-12-24   Type: On Site

This product has a five year limited warranty which includes a warranty upgrade. This product is entitled to parts and labor and includes on-site service for five years. Service is available 7X24 with a 4 hour response objective.

| 2020-12-24 | ❌ On Site | 3YR IOL 9X5 NBD Warranty |

ID: 3XL   Start Date: 2017-12-25   Days Remaining: 0
Status: Expired   End Date: 2020-12-24   Type: On Site

This product has a 3 year limited warranty and is entitled to CRU (customer replaceable unit) and On-site service. Tier 1 CRUs are c customer responsibility, see announcement for details. On-site Service is available Monday - Friday, except holidays, with a next business day response objective.

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https://pcsupport.lenovo.com/us/en/warrantylookup?linkTrack=footer%3ASupport_Warranty%20Lookup#/

End-of-Service (EoS) 🚫

❖ Lenovo determines a product's end of service date by considering a large number of factors, including but not limited to the number of machines installed in a geographic location, spare parts availability, and the availability of skilled resources

❖ Lenovo has historically provided service and support for at least five years following a product's withdrawal from marketing. This is subject to change at Lenovo's sole discretion without notice. Lenovo will post EOS dates at least 90 days before the actual EOS date and in most cases longer.

❖ Please note: PLANNED EOS dates are not posted to this site yet, and should you require these for hardware planning purposes, please connect with your local Lenovo Sales Team for assistance.

To find the End of Service date for a server, you need 3 details

1. **Enter in the Geo Code – NA (North America)**
2. **The machine type (MT) – available on warranty lookup website, 4 digits**
3. **Model – Also available on warranty lookup site**

Geo Code*	Machine Type*	Model*
NA	6099	24E

EOS Date

• 2022/12/31

The EOS date will appear right underneath.

If the HW is EOS, no POST warranty extension can be purchased.

https://support.lenovo.com/ca/en/solutions/ht504708-lenovo-end-of-service-dates-for-serversstoragenetworking-products

Service Availability Locator

❖ Lenovo Services Availability Locator allows you to check if selected services are available at customer's location.

❖ Locator currently supports following services: Response time Services (2 hour and 4 hour response) and Committed Service Repair Services (eg. 6-hour CSR).

Data Center Solution Configurator (DCSC)

❖ The Data Center Solution Configurator (DCSC) is the Lenovo Data Center Group configurator that allows you to create a configuration for ThinkSystem and ThinkAgile solutions.

❖ Download ISG services catalogue file from "Services" tab, it's a catalog of all the services part numbers such as POS/PW/HW Installation/Managed Services

https://dcsc.lenovo.com
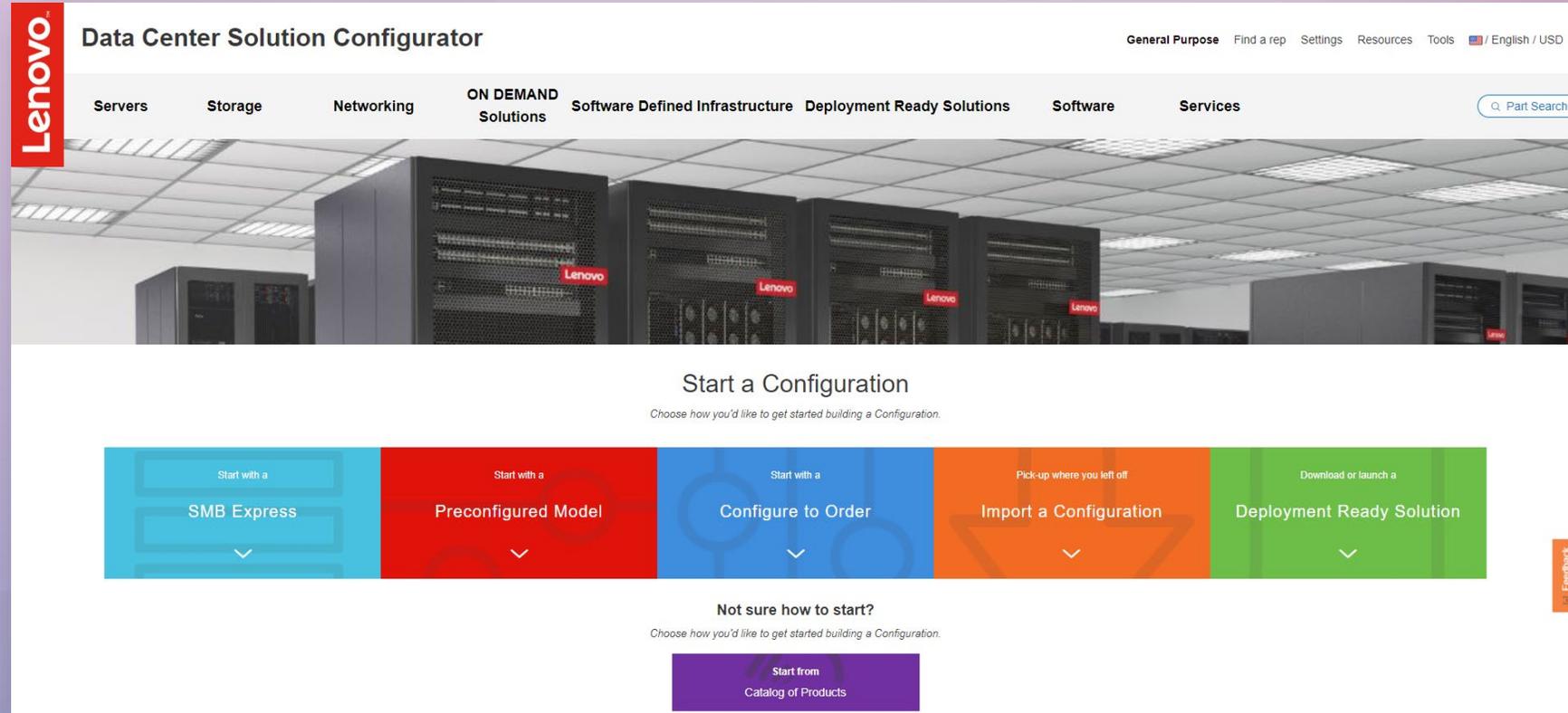
Services One-pager

Standard NBD - 9x5 NBD Response
If a problem with your product cannot be resolved via eSupport / phone, a service technician will be dispatched to arrive at your location with a next business day target and with Parts if applicable. This service is available during normal business hours in the applicable market excluding local and national holidays.

Premier NBD — 9x5 NBD Response
Access on a 24x7 basis (including holidays) for select markets and select languages to Lenovo Customer service and support of Lenovo products. For Premier NBD Service levels, priority will be given to where the Lenovo system is not available and productivity has been halted, i.e. where the Lenovo system is unusable in its current state. In other situations, problem determination may commence on the next business day and the On-Site Response time target remains Next Business Day.

Premier 24x7 4 Hour Response
This Service and service level may also be known as Technician Installed Parts 24x7 4Hour Response or Onsite Repair 24x7 4 Hour Response and Onsite Repair 24x7 Same Day Delivery. If a problem with your product cannot be resolved via eSupport / phone, a service technician will be dispatched to arrive at your location within 4 hours as described under the response time section of this agreement. This Service is available 24 hours per day, 7 days per week, 365 days per year.

PESS 24x7 4 Hour Response
This Service Level includes Premier Enhanced Storage Support (PESS), same as above but for Storage Portfolio.

Add-On: Premier Committed Service Repair (CSR) 6 Hour
This Add On Part Number uplifts a Premier 24x7 4 Hour Service for on-site response to a 24x7 6 Hour CSR Service. This Service is only applicable where, an existing Premier 24x7 4 Hour Warranty Service Upgrade is active. If a problem with your product cannot be resolved via eSupport / phone, a service technician will be dispatched to your location to restore the product to operational conformance with its specification within 6 hours

Add-On: Keep Your Drive (KYD)
When Lenovo replaces a defective part of your product, the defective part becomes the property of Lenovo. Under Keep Your Drive, you may keep the defective part that is replaced. The only Parts eligible under the Keep Your Drive Service are Non-volatile memory ("NVM") ferroelectric RAM, some types of magnetic computer storage devices (e.g. hard disk drives, USB keys, floppy disks, magnetic tape and optical discs).

Hardware Installation
Lenovo offers onsite hardware installation services for Lenovo Server, Storage and Networking products. These services offerings provide basic hardware installation of new Lenovo branded equipment purchased from Lenovo or an authorized Lenovo Business partner

Asset Recovery Services (ARS)
Lenovo provides proper cleansing, recycling, and disposal of retired assets, mitigation the environmental and data security risks associated with end-of-life assets. Services are available for any brand or technology.

Deployment Services
Lenovo offers Deployment Services for Lenovo Server, Storage, Networking products as well as ThinkAgile solutions. These services provide deployment and configuration of operating system and selected applications. Customer may request additional services not described in the Pre-Deployment survey by submitting a Project Change Request (PCR) Form or requesting a standalone Statement of Work (SOW)

Professional Service Tokens
Lenovo offers a program allowing credits to be pre-purchased and utilized against a defined menu of Lenovo services. The value of any Service Tokens not utilized within 12 months will be lost and cannot be refunded or used against any future services.

Health Check Services
Lenovo offers Health Check Services for Lenovo products as well as ThinkAgile solutions. Health Check Services assess system's performance, configuration, and availability problems on your designated products ("Health Check Services" or "Health Check").

Carbon Offset Service
Verified reduction in emissions of carbon dioxide or its equivalent in the other greenhouse gases, offsets are measured in metric tonnes of carbon dioxide equivalent (CO_2e). The CO2 Offset service will only be available in connection with compatible devices

Technical Account Management
Lenovo shall provide Technical Account Management by an assigned single point of contact. The technical account manager assigned by Lenovo shall provide consulting and post-sales life-cycle management on Lenovo products.

International Warranty Service Upgrade
("IWS Upgrade") Enables customers to receive Service in eligible markets other than the market in which the Service was purchased. The length of IWS Upgrade is based upon the original warranty period assigned in the market of origin where the machine type was first sold. The Service delivery will be determined by the destination market subject to Service capabilities and parts availability in the destination market. Lenovo makes no commitment that the same method of service purchased in the original market will be provided in the destination market

thanks.

TruScale is an Umbrella for as-a-Service Lenovo Solutions

Subscription-based access to resources to fit your IT need for lower cost, faster deployment, improved security and simpler management.

- Refresh Planning
- Configuration
- Advanced Deployment
- Security & Endpoint Mgt
- Application updates
- Device recovery/retirement
- Etc…

- Enterprise applications
- File sharing
- VDI Solutions
- General purpose VMs
- Existing Local or Wide-Area Network
- Etc…

Lenovo TruScale

Infrastructure aaS

Data Management
Hybrid Cloud
HPC
VDI

Device aaS

Software aaS

IOT aaS

Infrastructure as a Service

Hardware
Software
Services

NVIDIA

intel

Device as a Service
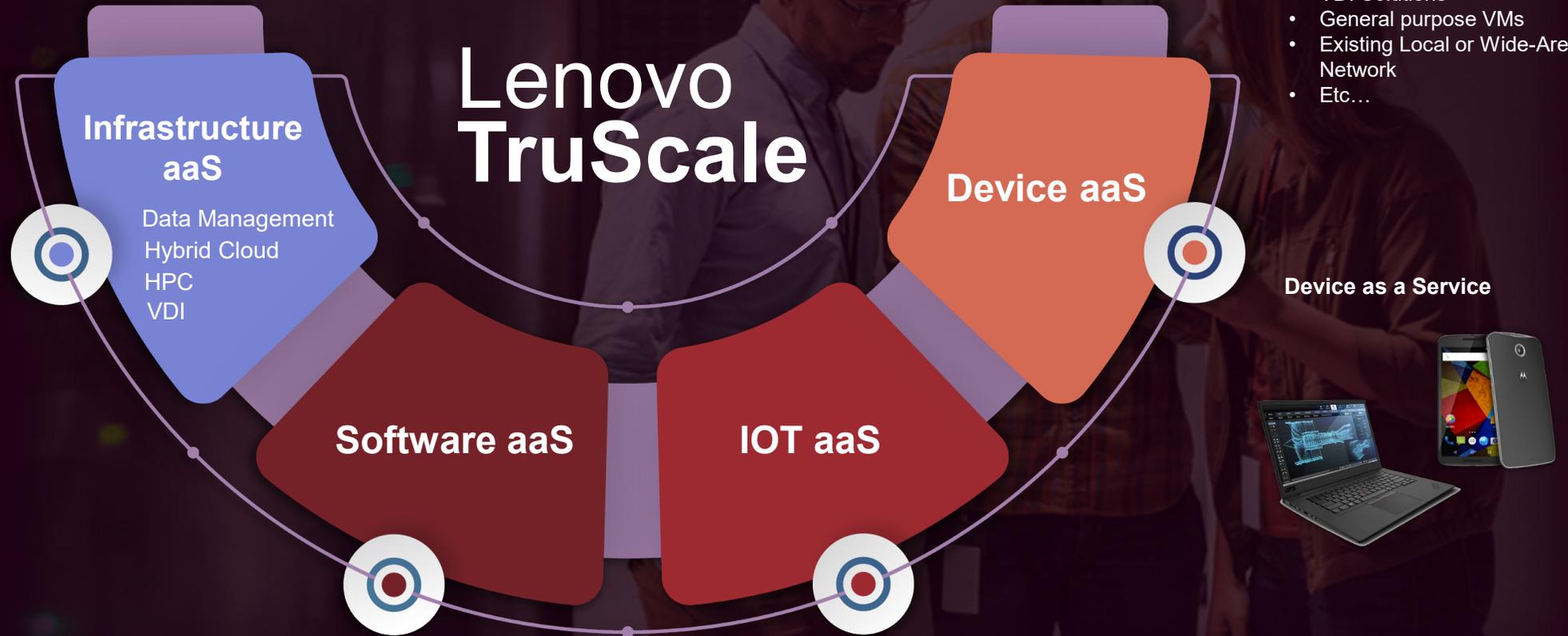
ISG Warranty Overview – *Old Portfolio*

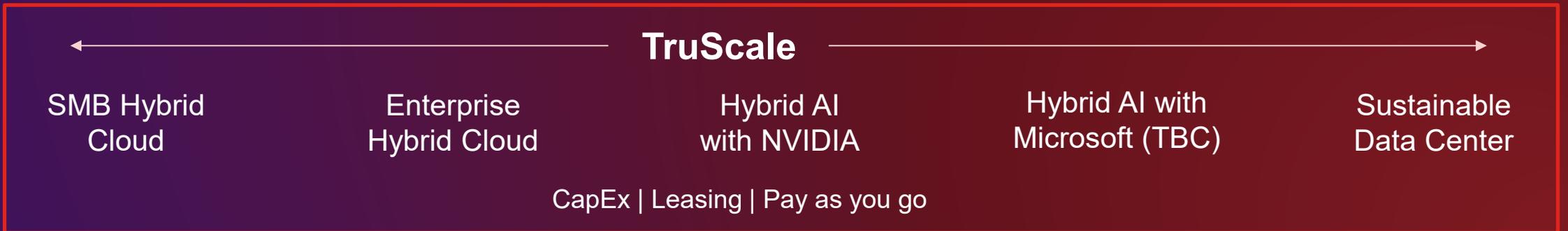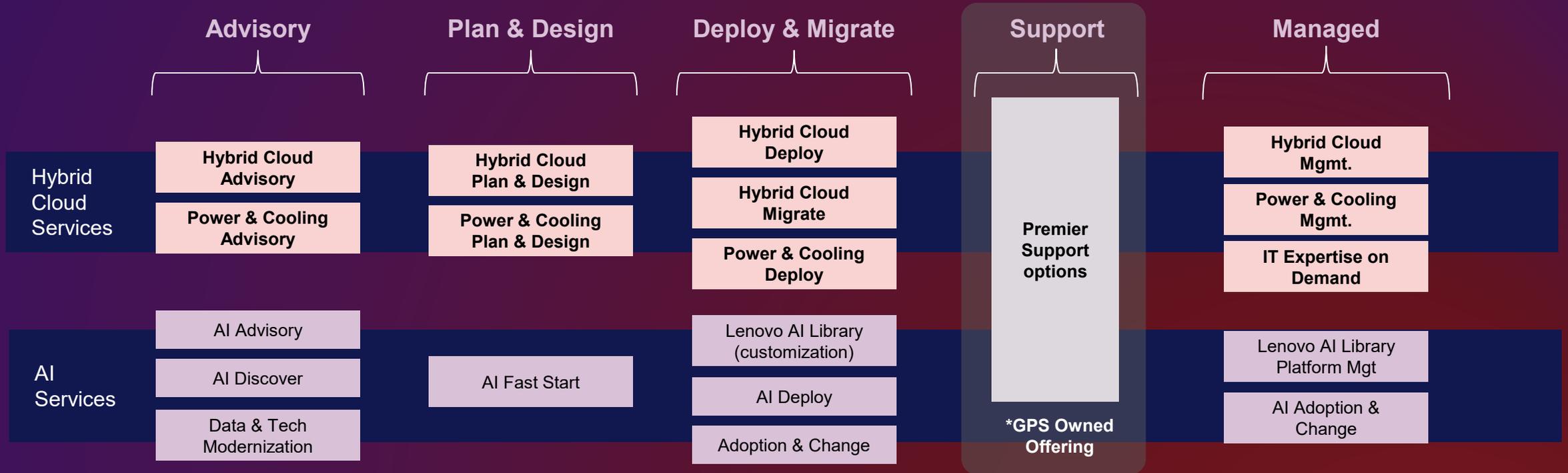|		
Premier Advanced	**Premier Advanced CSR 6 Hour**	• A **6 Hour Committed Service Repair (CSR)** is the time period between the service request registration in Lenovo's call management system and the restoration of the product to conformance with its specification by a service technician. • "Restored to conformance" means the device is operationally ready for, but does not include the loading of operating systems, business applications and /or customer data.
Essential	**Premier Essential CSR 24 Hour**	• A **24 Hour Committed Service Repair (CSR)** is the time period between the service request registration in Lenovo's call management system and the restoration of the product to conformance with its specification by a service technician. • "Restored to conformance" means the device is operationally ready for, but does not include the loading of operating systems, business applications and /or customer data.
	Premier & Non-Premier 4 Hour Response	• A **4 Hour Response** time target is the time period from when the telephone-based troubleshooting is completed and logged, to the delivery of the Customer Replaceable Unit (CRU) or arrival of a Service Technician and part at the Customer's location for repair. • This **4-hour period** is in addition to the **average problem determination time of 2 hours** from call placement for both parties to determine problem and define the required action plan.
Foundation	**Premier & Non-Premier Next Business Day**	• Upgrade your base warranty and extend support of your systems. • **9x5 Next Business Day Response**. • CRU/FRU Onsite Tech. Dispatch

ISG Services Catalog

Country	Offering Type	Family	Hardware MT/M	Service PN	Description	Unit List price	Service Catalog	Service Category
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	01JY779	4Yr Parts Delivered NBD Resp	$1,079.00	Catalog	Warranty Service Upgrades - Catalog
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	01JY781	5Yr Parts Delivered NBD Resp	$2,139.00	Catalog	Warranty Service Upgrades - Catalog
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	01JY783	1Yr Post Wty Parts Delivered NBD Resp	$1,349.00	Catalog	Post Warranty Services - Catalog
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	01JY785	2Yr Post Wty Parts Delivered NBD Resp	$2,699.00	Catalog	Post Warranty Services - Catalog
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5AS7A02071	Hardware Installation Network Switch (Business Hours)	$329.00	Foundation_Essential_Advanced	Hardware Installation
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5AS7A02072	Hardware Installation Network Switch (Off Shift Hours)	$429.00	Foundation_Essential_Advanced	Hardware Installation
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A17433	Foundation Service - 3Yr NBD Resp	$599.00	Foundation	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A17437	Foundation Service - 4Yr NBD Resp	$1,399.00	Foundation	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A17441	Foundation Service - 5Yr NBD Resp	$2,139.00	Foundation	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A17445	Foundation Service - 1Yr Post Wty NBD Resp	$839.00	Foundation	Post Warranty Services
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A17449	Foundation Service - 2Yr Post Wty NBD Resp	$1,659.00	Foundation	Post Warranty Services
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A17453	Essential Service - 3Yr 24x7 4Hr Resp	$669.00	Essential	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A17456	Essential Service - 4Yr 24x7 4Hr Resp	$1,509.00	Essential	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A17459	Essential Service - 5Yr 24x7 4Hr Resp	$2,289.00	Essential	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A17462	Essential Service - 1Yr Post Wty 24x7 4Hr Resp	$879.00	Essential	Post Warranty Services
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A17465	Essential Service - 2Yr Post Wty 24x7 4Hr Resp	$1,739.00	Essential	Post Warranty Services
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A69129	Premier Foundation - 3Yr NBD Resp	$1,379.00	Foundation	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A69133	Premier Foundation - 4Yr NBD Resp	$2,439.00	Foundation	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A69137	Premier Foundation - 5Yr NBD Resp	$3,439.00	Foundation	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A69141	Premier Foundation - 1Yr Post Wty NBD Resp	$1,099.00	Foundation	Post Warranty Services
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A69145	Premier Foundation - 2Yr Post Wty NBD Resp	$2,179.00	Foundation	Post Warranty Services
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A69149	Premier Essential - 3Yr 24x7 4Hr Resp	$1,449.00	Essential	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A69152	Premier Essential - 4Yr 24x7 4Hr Resp	$2,549.00	Essential	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A69155	Premier Essential - 5Yr 24x7 4Hr Resp	$3,589.00	Essential	Warranty Service Upgrades
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A69158	Premier Essential - 1Yr Post Wty 24x7 4Hr Resp	$1,139.00	Essential	Post Warranty Services
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCP	5WS7A69161	Premier Essential - 2Yr Post Wty 24x7 4Hr Resp	$2,259.00	Essential	Post Warranty Services
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCQ	01JY779	4Yr Parts Delivered NBD Resp	$1,079.00	Catalog	Warranty Service Upgrades - Catalog
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCQ	01JY781	5Yr Parts Delivered NBD Resp	$2,139.00	Catalog	Warranty Service Upgrades - Catalog
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCQ	01JY783	1Yr Post Wty Parts Delivered NBD Resp	$1,349.00	Catalog	Post Warranty Services - Catalog
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCQ	01JY785	2Yr Post Wty Parts Delivered NBD Resp	$2,699.00	Catalog	Post Warranty Services - Catalog
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCQ	5AS7A02071	Hardware Installation Network Switch (Business Hours)	$329.00	Foundation_Essential_Advanced	Hardware Installation
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCQ	5AS7A02072	Hardware Installation Network Switch (Off Shift Hours)	$429.00	Foundation_Essential_Advanced	Hardware Installation
US	OEM Fabric Switches	Intel Omni-Path (OPA) Switch	0449HCQ	5WS7A17433	Foundation Service - 3Yr NBD Resp	$599.00	Foundation	Warranty Service Upgrades

HCS & AI Services Portfolio Positioning Recommendations (MVP)

	Advisory	Plan & Design	Deploy & Migrate	Support	Managed
Hybrid Cloud Services	Hybrid Cloud Advisory / Power & Cooling Advisory	Hybrid Cloud Plan & Design / Power & Cooling Plan & Design	Hybrid Cloud Deploy / Hybrid Cloud Migrate / Power & Cooling Deploy	Premier Support options	Hybrid Cloud Mgmt. / Power & Cooling Mgmt. / IT Expertise on Demand
AI Services	AI Advisory / AI Discover / Data & Tech Modernization	AI Fast Start	Lenovo AI Library (customization) / AI Deploy / Adoption & Change	*GPS Owned Offering	Lenovo AI Library Platform Mgt / AI Adoption & Change

TruScale

SMB Hybrid Cloud   Enterprise Hybrid Cloud   Hybrid AI with NVIDIA   Hybrid AI with Microsoft (TBC)   Sustainable Data Center

CapEx | Leasing | Pay as you go

* Power & Cooling is called out as it is a priority, but not the primary services message

Lenovo Solutions and Services

Solutions

Digital Workplace

Device Lifecycle Management (DaaS)
Persona-based Employee Experience
(Care of One Platform)
Productivity & Collaboration
Unified Endpoint Management
Service Desk

Hybrid Cloud

Infrastructure as a Service
High Performance Computing
Data Management
Infinite Storage
Cloud Transformation

AI-powered Verticals

Telecom
Financial Services
Education
Manufacturing
Healthcare

Energy
Retail
Public Sector
Travel & Transportation

Sustainability

Asset Recovery Services
CO2 Offset
Lenovo Certified Refurbished
Green IT Design
LISSA Decisioning Tool

Services

Advisory

AI Services
IT Infrastructure Plan &
Design
Digital Workplace
Hybrid Cloud

Deployment

Configuration
Implementation
System Integration
Migration

Management

IT Infrastructure
Application Management

Support

Premier Support Suite
Premium Care Suite

Security

Strategy & Risk Management
Cyber Resiliency, Detection &
Response
Application & Data Protection

TruScale

Device as a Service   **Infrastructure as a Service**   **Software as a Service**