

# LENOVO PREMIER SUPPORT RANKED #1 IN GLOBAL STUDY

Smarter  
technology  
for all

Lenovo

## Results from Survey on Premium-Level Tech Support Offerings

In 2020 leading research firm, Technology Business Research, Inc. (TBR), conducted a **global research survey of 602 IT decision-makers**. The study evaluated the customer experience at companies with at least 100 employees where **Dell Premium Support, HP Premium Support, or Lenovo Premier Support** was used.

## What We Learned

Lenovo Premier Support bypassed both Dell and HP for:



### Resolving Issues on the First Contact

Among the key benefits of having a premium-level support offering is the ability to get issues solved swiftly the first time. Lenovo Premier Support excels at having the right technicians with the right skills available to clear issues.



### Delivering Proactive Support

When we're working a case, we'll take active steps to identify and mitigate other potential issues that could affect device performance. Our job is about more than just responding; we'll keep your PC operating at peak efficiency.



### System Loaner Programs

Regardless of device repair or exchange requirements, your people can't afford downtime. Lenovo Premier Support ranked #1 in the quality of its system loaner program.



**91%** of Premier Support customers indicate they would purchase again



**88%** of Lenovo customers indicate they would recommend Premier Support to a peer

## Smarter Gives You a Partner in IT

Lenovo Premier Support gives you a direct 24x7x365 line to our most elite technicians. We will manage your routine support tasks and free your IT teams to focus on strategic efforts. Speak with your Lenovo representative today, or visit us at [www.lenovo.com/premier-support](http://www.lenovo.com/premier-support).

Source: TBR, Premium PC Support Customer Satisfaction Research, March 2020

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