



Smarter
technology
for all

Lenovo

Lenovo Support Services

Smarter delivers support that drives an unstoppable business

Lenovo Premier Support for Devices Suite

Today, employees rely on devices not just to work, but as strategic enablers of productivity and innovation. As devices drive more of what teams can achieve, keeping them running seamlessly becomes increasingly complex, with rising demands for connectivity, performance, and reliability placing pressure on both end-users and IT teams.

Premier Support for Devices delivers expert help designed to maximize uptime and fuel innovation. By combining AI-powered automation, alongside human know-how, support shifts from cost center to productivity engine.

The Premier Support for Devices Suite brings together Lenovo's most advanced support capabilities to keep users productive, devices reliable, and IT teams focused on higher-value priorities. From expert troubleshooting to proactive insights and global consistency, it delivers a unified support experience that boosts continuity, performance, and confidence across your device fleet.

Discover the evolving support challenges shaping today's device landscape — and how Premier Support is designed to meet them. See what today's device environments require from modern support — and how the right approach can make the difference.

Why traditional device support is breaking down — and what organizations are up against today

Device fleets are now central to how employees work, collaborate, and innovate. When issues occur, the impact is immediate and measurable. On average, **organizations lose 3 hours and 12 minutes¹ per IT incident, and 97% of large enterprises report that a single hour of downtime costs more than \$100,000² per year.** At the same time, IT teams are expected to respond faster, support more devices, and manage increasing complexity—often without additional resources.

As device environments evolve and AI-enabled PCs become standard, the gap between traditional, reactive support models and modern requirements continues to widen.

When device incidents disrupt productivity, costs escalate quickly

Even minor device issues can bring work to a halt. With employees increasingly dependent on their devices, downtime directly affects productivity, employee experience, and business outcomes. Traditional reactive support models often resolve issues only after users are impacted, leading to repeat incidents and rising support costs.

Premier Support addresses this challenge by providing **direct access to expert engineers, faster response times, and proactive issue identification** that helps resolve problems earlier in the incident lifecycle—reducing disruption and limiting repeat occurrences.

Growing device complexity demands deeper expertise and visibility

Organizations now manage a diverse mix of devices, form factors, operating systems, and AI-enabled PCs across distributed workforces. By the end of 2026, 100%³ of enterprise PC purchases are expected to be next-generation AI PCs, significantly increasing the need for specialized skills and deeper technical insight. At the same time, 91%⁴ of organizations report skills or staffing gaps related to AI infrastructure, limiting their ability to anticipate issues or maintain consistent visibility into device health.

Premier Support helps address this challenge by providing **specialized diagnostics, predictive insights, and preventative guidance**, giving IT teams the technical depth and visibility needed to manage increasingly complex device environments.

IT teams are stretched thin and increasingly rely on external support

While device demands continue to grow, IT capacity often does not. Teams are expected to support more users and more devices while maintaining faster resolution times. As a result, more than 70%⁵ of organizations now outsource support not just to reduce costs, but to gain access to scalable, always-available expertise—particularly in areas like AI and security.

Premier Support complements internal teams by acting as an extension of IT operations, providing **continuous coverage, expert-led resolution, and proactive monitoring** that reduces workload, breaks reactive cycles, and restores operational predictability.

The Premier Support experience

Power of expertise

91% of Premier Support customers say they would choose the service again⁶.

Global and reliable

Consistent device support delivered across more than **100 markets worldwide⁷**.

Always available

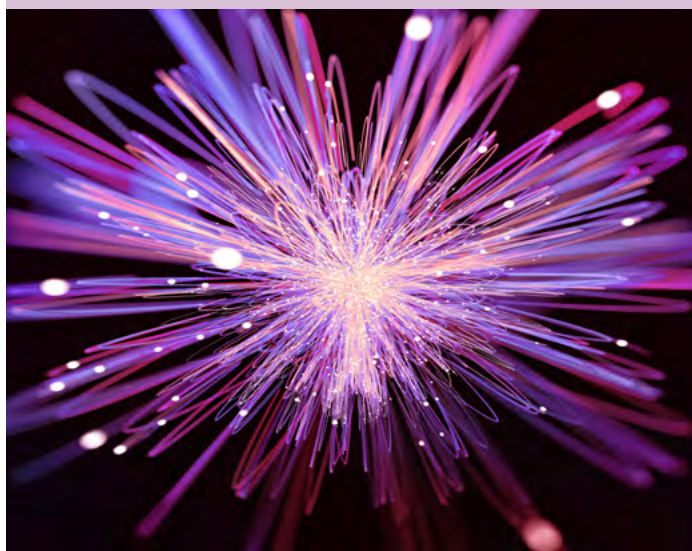
24/7/365⁷ coverage ensures expert support whenever and wherever it's needed.

Proven delivery

A network of **30 Premier Support hubs** supports consistent, high-quality service worldwide.

Trusted leadership

Support from **the world's #1 AI PC vendor** reinforces confidence in device support at scale.



Premier Support for Devices Suite

— at a glance feature comparison

Features	Standard Support	Premier Support	Premier Support Plus
Break/fix hardware support Repair and replacement services for faulty devices to restore normal operation	✓	✓	✓
24/7/365 advanced technical support⁷ Continuous access to technical support services available at all times	—	✓	✓
Direct phone access to engineers Phone support routed directly to Premier Support accredited engineers for unscripted, personalized assistance	—	✓	✓
Multichannel support access Support access through AI Agent chat ⁷ , live agent chat, and electronic ticket creation	—	✓	✓
AI Agent⁷ An intelligent support assistant providing personalized support, troubleshooting, and real-time access to repair and warranty status information	—	✓	✓
End to end case management A single point of contact managing cases from creation through resolution	—	✓	✓
Technical Account Managers A technical resource providing escalation management and coordination for complex device issues, when requested	—	✓	✓
Comprehensive hardware and OEM software support⁸ Support for Lenovo hardware and OEM software, including configuration guidance and “how-to” assistance for PCs and AI PCs	—	✓	✓
Next business day onsite service^{7,10} Prioritized parts and next business day onsite labor when onsite service is required	—	✓	✓
Standard reporting Access to service reports covering service levels, repeat incidents, and warranty status upon request	—	✓	✓
Enhanced Service Connect Access to enhanced product support tools and service case tracking for eligible customers	—	✓	✓
Commercial coverage for consumer devices Cover for consumer devices purchased and used in commercial environments	—	✓	✓
Proactive and predictive issue detection Issue detection, case creation, and notifications powered by Lenovo Device Orchestration to help identify device issues earlier ¹¹	—	—	✓
Device health dashboards Visibility into device performance metrics, including power management and overall device health ¹¹	—	—	✓
Automated BIOS and firmware updates Automated management and deployment of BIOS and firmware updates to maintain device stability ¹¹	—	—	✓
Services Engagement Manager (SEM)¹² A dedicated Lenovo resource providing proactive asset reporting and ongoing relationship management	—	—	✓
Sealed battery coverage Coverage for sealed batteries for up to four years	—	—	✓
Accidental Damage Protection⁷ Coverage for accidental damage beyond standard warranty terms, including unlimited repair claims	—	—	✓
Keep Your Drive Retention of failed drives by the customer to support data security, compliance requirements, and internal data-handling policies	—	—	✓
International Service Entitlement Extension of Premier Support services, including Keep Your Drive, Accidental Damage Protection, and sealed battery coverage, across international locations	—	—	✓

A support experience built for how devices are used today

The Premier Support for Devices suite brings together expert-led assistance, proactive insight, and global consistency to deliver a dependable support experience for modern device environments. By addressing issues earlier, reducing disruption, and providing predictable outcomes, it **helps organizations maintain productivity, reduce operational strain, and support users wherever work happens.**

85% of Premier Support customers⁹ say Lenovo is easy to do business with, reinforcing confidence in a support experience designed to remove friction and simplify day-to-day operations.

With Premier Support, device support becomes a strategic advantage — helping your business become unstoppable.

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Discover the Premier Support difference

Contact your Lenovo representative to explore the right support approach for your device environment and organizational needs.

Visit [Lenovo.com](https://www.lenovo.com)

Disclaimers & Citations

1. HappySignals, 2025 Global IT Experience Benchmark, 2025. Insights from 2,275,520 responses in 2024 across 130+ countries
2. ITIC Corp, ITIC Reports & Surveys, 2025
3. Gartner Press Release May 2024
4. Flexential, 2024 State of AI Infrastructure Report, 2024
5. Deloitte, Global Outsourcing Survey, 2024
6. Technology Business Research, Inc. (TBR, Inc.), conducted on behalf of Lenovo, 2023
7. Availability, features, and support options may differ by country or region due to local requirements & market conditions
8. OEM software only, level 1 best effort support
9. Based on Lenovo internal data
10. Dependent on market and parts & HW availability
11. Customer authorization and Win10/Win 11 OS required. Component replacements provided on amber alerts even without diagnostics issue confirmation
12. 500-unit minimum

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