

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 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

	Warranty Upgrades/Extensions					Add-On
	Base Warranty	Standard Support	Premier NBD	Premier 4-Hour	PESS 4-Hour	6-Hour CSR
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
3 rd 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.

Ultimate support for always-on operations



Proactive and predictive support

AI-driven monitoring identifies potential issues early, while Call Home automation creates cases and dispatches parts to keep systems running



Global coverage

Standardized delivery in 75+ markets ensures consistent, enterprise-grade support wherever you operate



Preventative maintenance

Wellness dashboards and firmware checks highlight trends and guide updates for long-term reliability



Keep Your Drive

Retain failed drives to maintain full control of sensitive data and meet strict compliance requirements



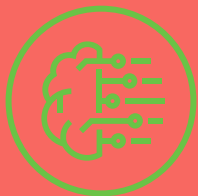
Designated account management

A Lenovo Service Engagement Manager manages onboarding, reporting, and quarterly reviews



Expert assistance 24/7

Round-the-clock access to Lenovo specialists with a 4-hour onsite response objective for critical issues



When uptime is non-negotiable: **Committed Services Repair**

For customers with mission-critical infrastructure that cannot afford delays, Committed Service Repair (CSR) offers a **6-hour onsite repair commitment**. This optional upgrade ensures the fastest possible resolution time, delivering unmatched responsiveness for environments where every minute counts.

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	—	—	✓	✓

From proactive support to measurable business impact

Premier Support Plus helps organizations turn predictive intelligence, rapid response, and expert oversight into tangible operational results



Increased productivity

Minimized downtime and faster recovery keep teams and applications running without interruption.



Lower operational costs

Predictive and preventative support reduce unplanned repairs, service escalations, and resource strain.



Greater operational predictability

Continuous oversight from a Lenovo Service Engagement Manager improves planning accuracy, decision-making, and long-term service consistency.



Enhanced business continuity

Consistent global service delivery, proactive monitoring, and a 4-hour onsite response objective maintain reliability and confidence across your operations.

Experience the Premier Support Plus difference

Compare how each level of Lenovo support builds upon the last — from standard coverage to the fully enhanced, proactive experience delivered through Premier Support Plus

Features	Standard Support	Premier Support	Premier Support Plus for Servers
SLAs for hardware repair	9x5 NBD Response	9x5 NBD Response OR 24x7 4-Hour Response	24x7 4-Hour Response
Committed Service Repair	—	Recommended Add-On (24x7 4-Hour Response Only)	Recommended Add-On
Keep Your Drive	Recommended Add-On	Recommended Add-On	✓
End-to-end case management with a single point of contact	—	✓	✓
3rd party collaborative software support and assistance	—	✓	✓
Dedicated account management	Recommended Add-On	Recommended Add-On	✓
Monthly reports + quarterly business reviews	—	Recommended Add-On	✓
Automated issue detection	—	—	✓
Automatic ticket creation when issue detected	—	—	✓
Event alerts / Call Home	Recommended Add-On	Recommended Add-On	✓
Reporting and recommendations (wellness check)	—	—	✓
Periodic maintenance (firmware)	—	—	✓

Premier Support Plus covers **78 markets** globally

North America 3

Canada, Puerto Rico, United States

Europe & Middle East 44

Austria, Azerbaijan, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Kazakhstan, Kenya, Latvia, Lithuania, Luxembourg, Morocco, Netherlands, Nigeria, Norway, Pakistan, Poland, Portugal, Romania, Saudi Arabia, Serbia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Türkiye, Ukraine, United Arab Emirates, United Kingdom, Uzbekistan

Latin America 17

Argentina, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Jamaica, Mexico, Nicaragua, Panama, Peru, Trinidad & Tobago, Uruguay

Asia Pacific 14

Australia, Hong Kong, India, Indonesia, Japan, Macau, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan, Thailand, Vietnam

Premier Support language availability:

English, Japanese, Korean, Mandarin – 24x7

Arabic, Bulgarian, Czech, French, German, Italian, Spanish, Polish, Slovak - 9x5 local business hours

Portuguese – 9x5 local business hours; call back after business hours

Russian - 9x5 business hours

The power of Lenovo Premier Support

Fast, dependable, and accountable — the support experience built for business continuity

Power of expertise



Resolve issues faster and more efficiently – Premier cases **2x more likely to be resolved** without escalation, rerouting, or on-site support.

Quick and reliable



Accelerate uptime – Premier case resolution averages **5 days faster** than standard support, keeping your operations moving without disruption.

Speed to answer



Get help instantly – Premier's phone average speed to answer is **just a few seconds**, so critical support is never out of reach.

Software support enabled



Simplify support with one trusted partner – Customers **can receive** third-party collaborative **software support and assistance**.

Priority resolution



Minimize risk to your business – Premier Support prioritizes critical issues for **fast resolution** and **reduced downtime impact**.

Professional and Managed Services Portfolio

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

Partner Ecosystem

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

vmware® NVIDIA. Deloitte.

COHESITY SAP NUTANIX

Azure intel VEEAM

Red Hat AMD CITRIX

Microsoft NetApp Mellanox TECHNOLOGIES

Offset Carbon Emissions at the Click of a Button

- CO₂ 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.





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



Lenovo

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.



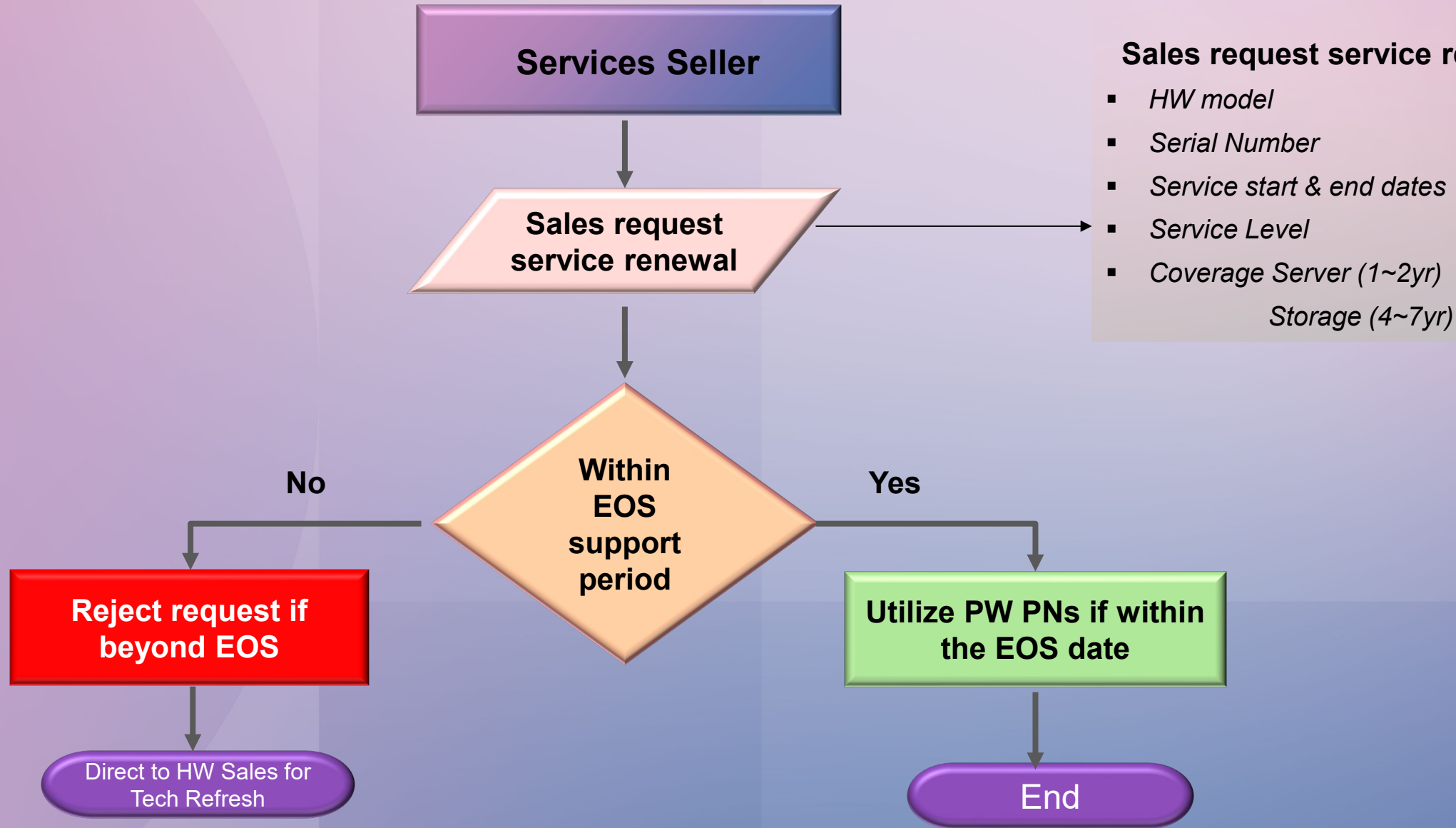
Reduce IT and Operating Costs - by augmenting your IT staff and reducing your total cost in supporting applications.



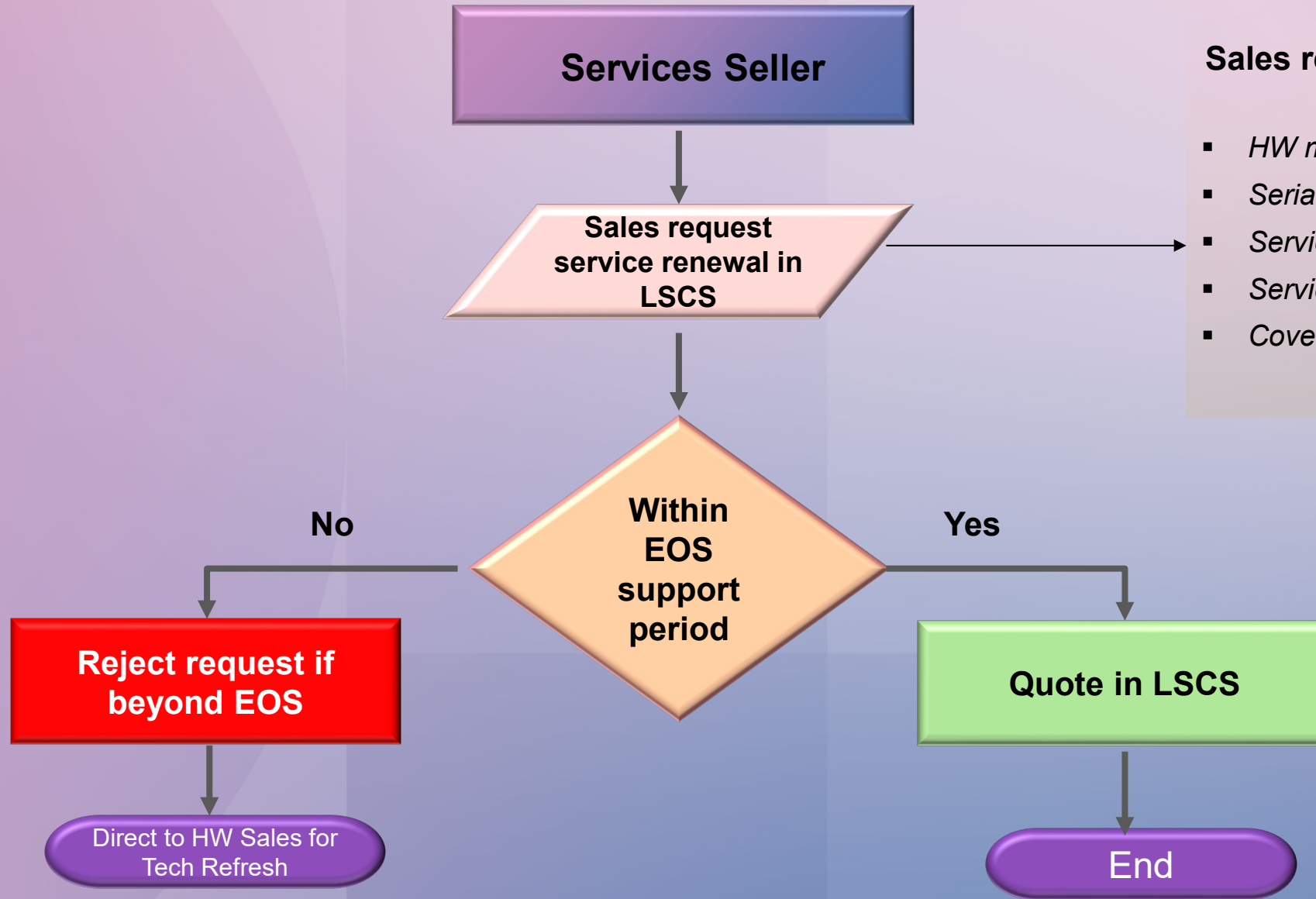
Provide predictable costs for budgetary planning – using support offerings sold up-front at point of sale, you know exactly what your IT spend will be over a 3-to-5-year time frame.



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 – Contract 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)

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



❖ Input Serial number

Search By Serial Number


Examples : PG01GTB2, R90MNVU1 ⓘ

or

[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

❖ Warranty information

Warranty & Services Need Help?



Warranty Status: In warranty

Days Remaining: 4 Warranty Start: 2017-12-25 Warranty Expiration: 2022-12-24

Model: 24E

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 ▾

Date	Status	Warranty Description
2022-12-24	On Site	5 YR On-site, 7X24 4HR Response Upgrade
2020-12-24	On Site	3YR IOL 9X5 NBD Warranty

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.

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 customer responsibility, see announcement for details. On-site Service is available Monday - Friday, except holidays, with a next business day response objective.



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* NA	Machine Type* 6099	Model* 24E
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EoS Date

• 2022/12/31

The EOS date will appear right underneath.

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

Service Availability Locator

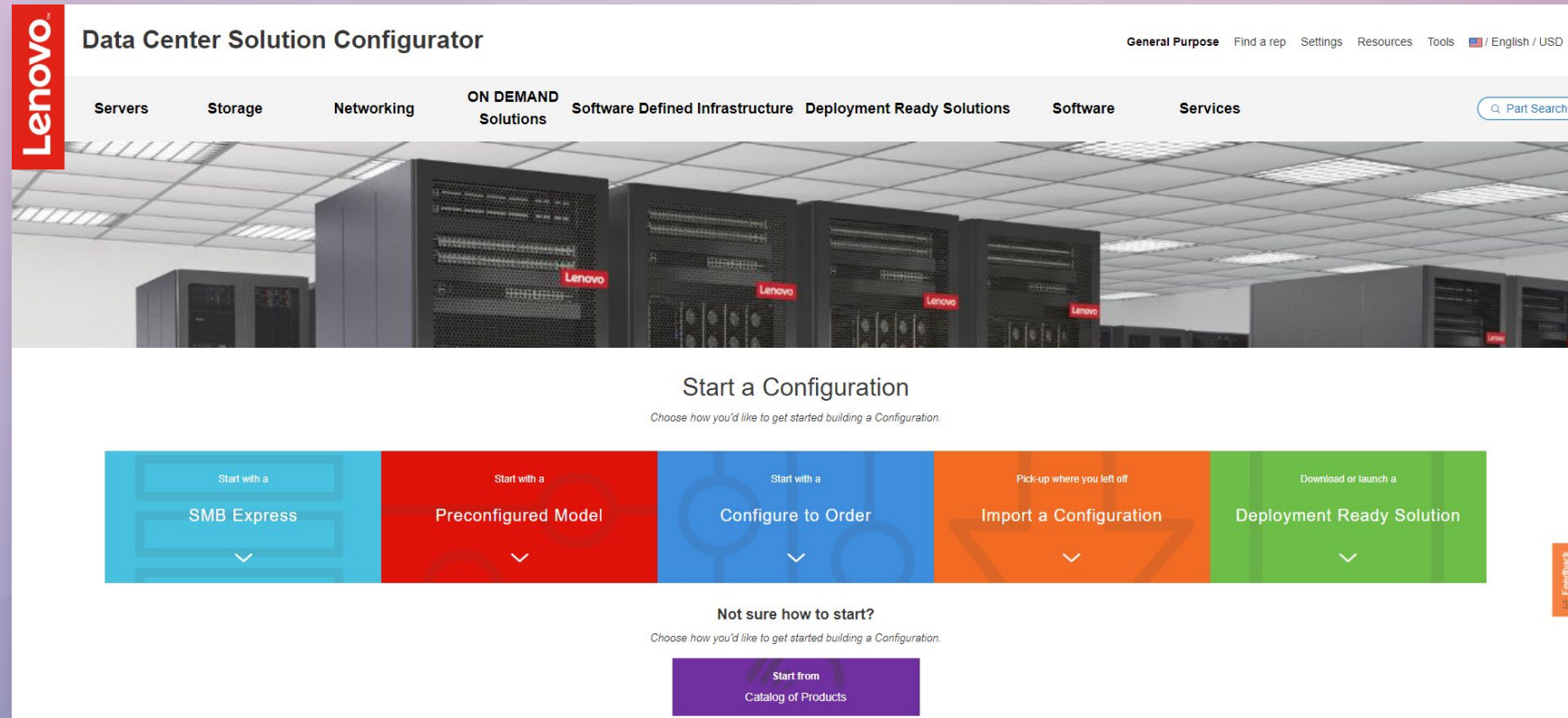
- ❖ Lenovo Services Availability Locator allows you to check if selected services are available at customer's location.
- ❖ Locator currently supports following services: Response time Services (2 hour and 4 hour response) and Committed Service Repair Services (eg. 6-hour CSR).

The screenshot displays the 'Services Availability Locator' web application. At the top left is the Lenovo logo. The main header reads 'Services Availability Locator' with a language dropdown set to 'English (US)' and a 'Help' link. Below the header, there are two dropdown menus for 'Brand' (Storage Products) and 'Product' (ThinkSystem DE). A 'Single Address' tab is active, with a 'Bulk Lookup' link. A 'USE CURRENT LOCATION' button is present, along with the text 'Or enter an address below'. The address fields are filled with: Street Address: 160 Iranistan Ave; City: Bridgeport; State / Province: Connecticut; Postal Code: 06604; Country / Region: United States. A 'SEARCH' button is located below the address fields. The results section, titled 'On-Site Services', shows three items: '4 hour Response - Available' (green bar), '6 hour Committed Service Repair - Out of Range' (red bar), and '24 hour Committed Service Repair - Available' (green bar). A note below the postal code field says 'Always try with and without zip code'.

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



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 (CO₂e). 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

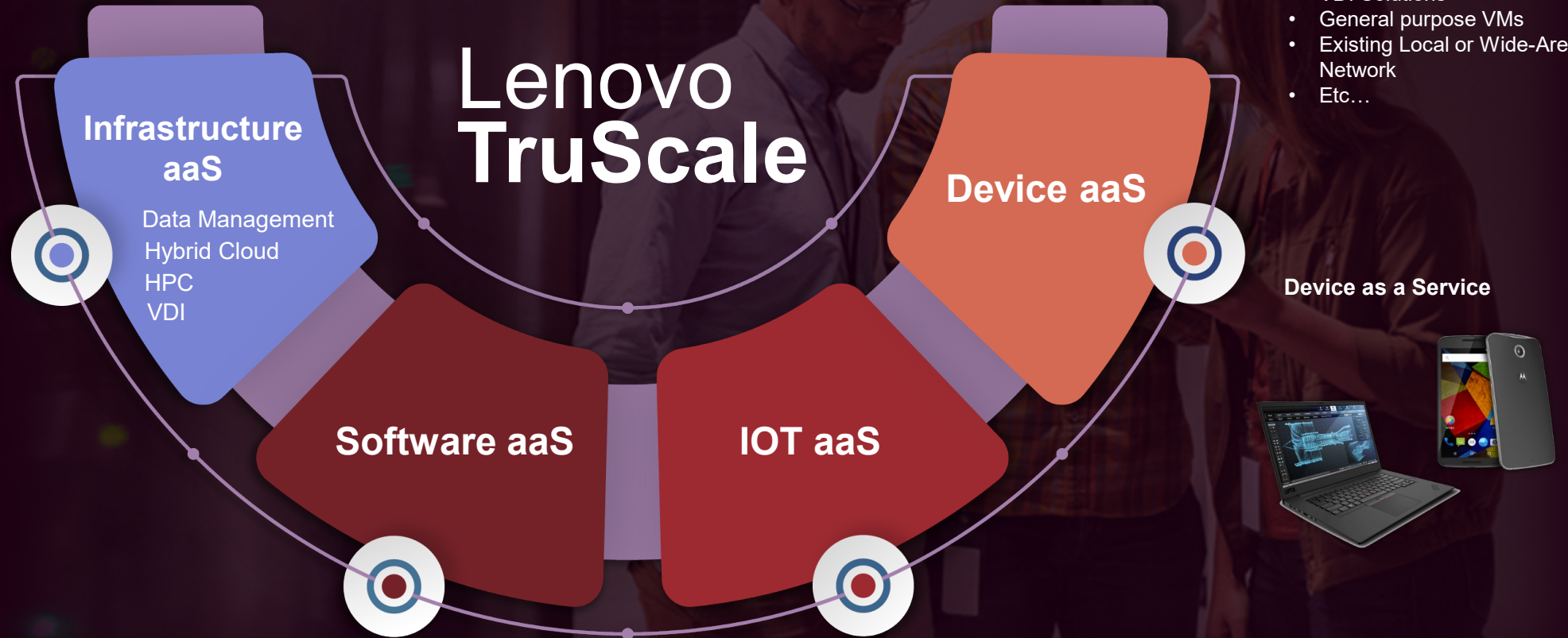
(“IWS Upgrade”) Enables customers to receive Service in eligible markets other than the market in which the Service was purchased. The length of IWS Upgrade is based upon the original warranty period assigned in the market of origin where the machine type was first sold. The Service delivery will be 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

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

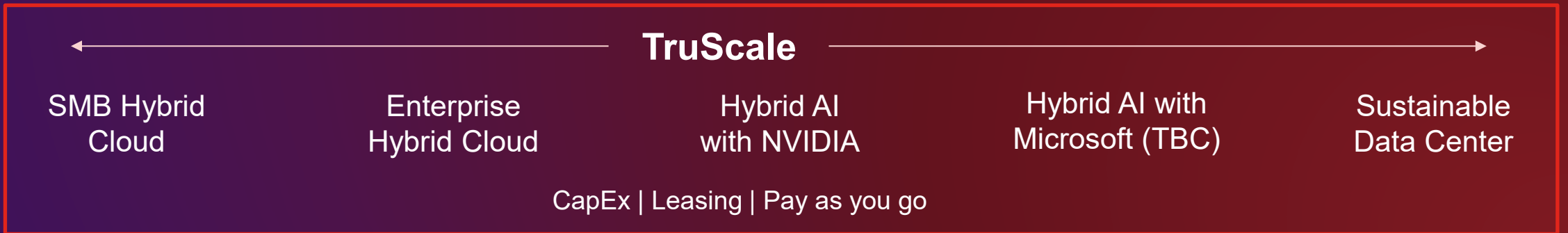
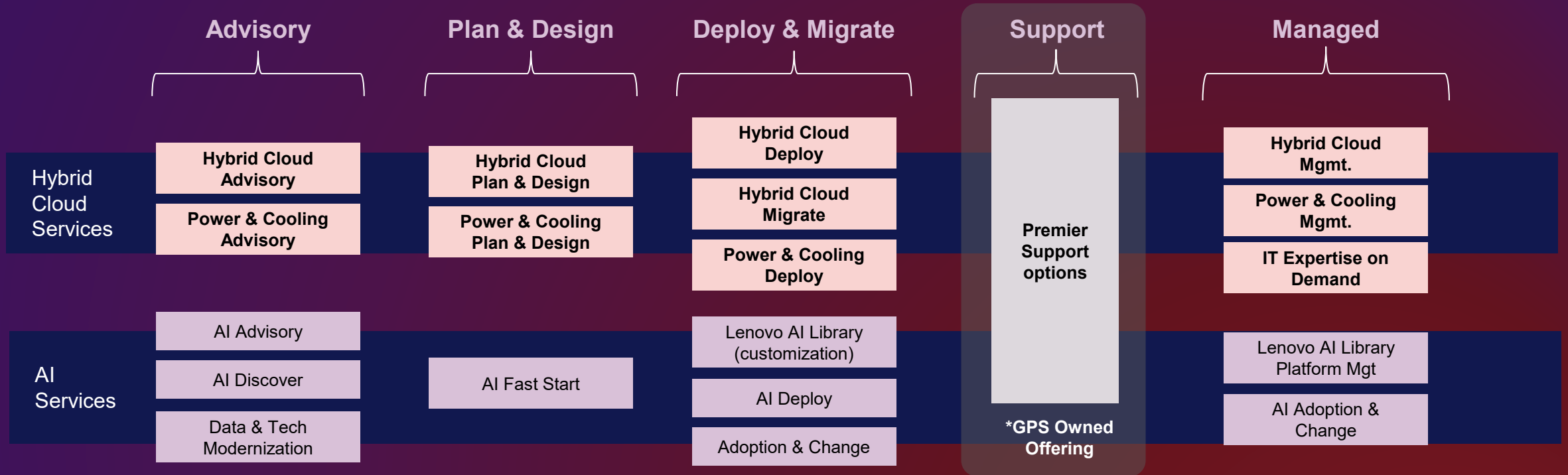
Subscription-based access to resources to fit your IT need for lower cost, faster deployment, improved security and simpler management.

- 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...



HCS & AI Services Portfolio Positioning Recommendations (MVP)



* 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

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