



Lenovo Support Services

Smarter provides dedicated end-to-end storage support to enable business growth and innovation

Premier Enhanced Storage Support

In today's landscape, businesses rely on complex storage infrastructures to drive growth and innovation. However, managing these environments brings considerable challenges. Internal IT teams grapple with specialized troubleshooting across diverse storage systems. Meanwhile, IT leaders balance demands for agility and expansion with the need for resilience and cost control.

Premier Enhanced Storage Support empowers enterprises to overcome these hurdles through dedicated end-to-end storage expertise. By connecting you directly with Premier Storage Specialists¹ and providing a Storage Technical Account Manager, it ensures swift issue resolution and proactive guidance. This allows you to reduce disruptions, enable scalability, and focus resources on strategic initiatives instead of maintenance. With flexible SLA options and global support coverage, Premier Enhanced Storage Support drives operational excellence, so you can navigate change confidently.

Lenovo

The storage management challenge

As the volume of data rapidly increases, organizations struggle to manage complex storage environments while avoiding costly disruptions. Studies show that 60% of IT leaders rank device management as an important concern², yet 56% plan major storage expansions in the next two years³.

With limited internal resources, IT teams spend excessive time on maintenance, unable to focus on innovation. Premier Enhanced Storage Support addresses these challenges through dedicated storage experts and proactive guidance. By providing swift issue resolution and strategic insights, it enables seamless operations and empowers IT leaders to drive growth.

Drive operational excellence with Premier Enhanced Storage Support

Enable operational excellence and unlock innovation with Premier Enhanced Storage Support. Our dedicated storage specialists provide swift issue resolution, comprehensive reporting, and proactive guidance to ensure resilience. With rapid response options and global support coverage, we empower IT teams to overcome complex storage challenges, reduce disruptions, and focus resources on driving strategic growth.

Operational resilience through dedicated expertise

Premier Enhanced Storage Support integrates the robust capabilities of Premier Support with strategic insights from specialized storage experts. By providing direct access to Premier Storage Specialists and a dedicated Storage Technical Account Manager, we empower you to optimize operations and mitigate risks.

Rapid restoration for seamless continuity

Speed matters when issues arise, but resolving storage problems requires specialized expertise. Premier Enhanced Storage Support delivers both. With rapid response options, we swiftly address technical challenges to get you back on track. Lenovo Premier Storage Specialists leverage extensive knowledge to diagnose issues quickly so you can maintain seamless operations and focus on driving innovation.

Proactive insights to optimize operations

Complex storage environments require vigilant monitoring and strategic planning to operate efficiently. Premier Enhanced Storage Support provides dedicated resources to handle these needs proactively. Our Storage Technical Account Manager acts as an extension of your team, delivering monthly reports, quarterly reviews, and continuous optimization recommendations. By identifying risks early and providing actionable guidance, we help you maximize uptime, enhance performance, plan expansions smoothly, and get the most from your storage investments.

Global support for seamless coverage

Your business operates globally, and your support services must span boundaries seamlessly. Premier Enhanced Storage Support provides comprehensive worldwide coverage through Lenovo's extensive service network. Whether you are expanding operations or addressing issues in new regions, our dedicated storage experts understand local environments and requirements. With consistent service delivery and coordination across geographies, we ensure your teams get rapid responses and strategic insights wherever they are located.



The solution at the glance

Premier Support features



Rapid response options

Minimize disruptions with a 4-hour response time or the 6-hour Committed Services Repair



Comprehensive coverage

Leverage Lenovo's global Premier Support capabilities wherever your business operates



24x7 support access

Resolve storage challenges at any time with round-the-clock phone and web support



End-to-end case management

Streamline your operations with a Single Point of Contact

Unique Enhanced features



Premier storage specialists

Direct access to highly skilled technical experts dedicated to resolving Lenovo storage issues quickly and optimizing operations



Dedicated storage TAM

An extension of your team, providing monthly reports, quarterly reviews, escalation management, and proactive guidance



Escalation management

Get peace of mind knowing critical issues will be rapidly escalated and addressed by the Premier team.



Monthly wellness checks

Proactively identify and address potential problems through regular system health reviews



Monthly reporting

Gain valuable insights into your storage environment's health and performance via detailed monthly reports



Quarterly business reviews

Strategize storage optimization and plan for future needs during in-depth quarterly consultations

Resolve issues swiftly and prevent disruptions with Premier Enhanced Storage Support

Premier Enhanced Storage Support integrates robust Premier capabilities with dedicated storage experts to drive operational excellence. When an issue arises, you gain direct access to highly skilled Premier Storage Specialists. Their extensive experience with diverse environments enables rapid diagnosis and resolution to restore operations promptly.

To optimize performance, a Storage Technical Account Manager acts as an extension of your team. They conduct continuous monitoring to identify risks early and provide actionable recommendations through monthly reports and quarterly reviews. With their strategic insights, you can maximize uptime, enhance efficiency, and plan expansions smoothly. Throughout, you benefit from rapid response times, global support coverage, and seamless coordination.

By resolving issues swiftly and optimizing proactively, Premier Enhanced Storage Support empowers you to reduce disruptions, innovate confidently, and unlock the full potential of your storage infrastructure.

Mitigate risks and maximize uptime with dedicated end-to-end storage expertise, today!

Elevate your storage operations with dedicated expertise. Contact our Premier Support specialists today to learn how Premier Enhanced Storage Support can drive resilience, unlock innovation, and empower your team.

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(1) Access to specialized Premier Storage resources may vary by location and business hours

(2) TBR, "Top 3 Predictions for IT Infrastructure in 2023, 2022"

(3) Soti, "Reduce, Reuse, Rethink: From Discard Mentality to Tech Sustainability, 2022"

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