

# ThinkAgile Advantage Support

**Offers our customers a superior, single point of contact support experience**



Improve IT agility with outstanding data center support for your software-defined infrastructure. Lenovo ThinkAgile Advantage services are included with your ThinkAgile solution purchase, and our team will be with you every step of the way to get your hybrid cloud, hyperconverged system, or scalable appliance off to a flying start. ThinkAgile Advantage services include:

## ThinkAgile Advantage Deployment

- CP designed deployment that ensures accelerated time to value
- End to end ownership by Lenovo Professional Services teams
- Post deployment documentation & knowledge transfer

## ThinkAgile Advantage Support

- Skilled ThinkAgile technicians serve as a single point of contact
- Dedicated ThinkAgile phone number, live chat, and case management system
- 24x7x365 remote support (multi-language)

ThinkAgile Advantage is included with the ThinkAgile solution purchase for 3 years, after which customers have the option to purchase Premier Support for 4 & 5 year warranty; see back page for details.

Lenovo

**Make the most of your data center products - from Lenovo ThinkAgile software-defined infrastructure solutions to Lenovo ThinkSystem servers, storage, and networking.**

## Lenovo Premier Support

Lenovo's Premier Support delivers comprehensive support for enterprise data center solutions. This Service provides a service umbrella to cover all Lenovo solutions.

### Premier Foundation

- 9x5 NBD Response
- Onsite installation

### Premier Essential

- 7x24x4 Hour Response
- Onsite installation
- YourDrive YourData

### Premier Advanced

- 7x24x2 Hour Response
- Onsite installation
- YourDrive YourData

## Recommended Lenovo Services

### Cloud Workshop Services

Your Workshop is the starting point in discovery and create a shared understanding to the business challenges you are facing, led by our Principal Consultants, they deliver clear next steps to kick-start your business and digital transformation journey.

### Cloud Assessment Services

Lenovo subject matter experts adopt a data-dependent tools-based analytical approach to analyze, assess and develop high-level architectures, execution strategies and timelines for delivering the solutions.

### ThinkAgile Deployment Services

Blueprint solutions customized for your business needs and expedite your time to value.

### Hardware Installation

Lenovo experts can seamlessly manage the physical installation of your server, storage, or networking hardware so you can quickly benefit from your investment.

### Managed Services

Continuous 24x7 remote monitoring and proactive management of your data center using state of the art tools, systems, and practices by a team of highly skilled Lenovo Services professionals.



[Learn More About Lenovo Services for the Data Center](#)

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