

# CONQUERING IT COMPLEXITY

A better way to support today's  
rapidly evolving data center





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# Facing the Challenge of Larger, More Complex IT Environments

Data centers are evolving swiftly to meet new demands. To respond to changing business needs and maintain a competitive edge, enterprises are expanding their IT resources so they can quickly deploy newly developed applications while still supporting legacy workloads.

Unfortunately, these data center changes often result in larger, more complex IT infrastructure environments that are challenging to support. IT administrators must continuously monitor, manage, and update specialized hardware and software solutions. In some cases, IT groups need to invest in costly additional training to ensure staff members understand how to use and manage the latest technologies. It's no surprise that 37 percent of executives say the majority of their IT budget is spent on maintenance and ongoing management alone.<sup>1</sup>

## Requirements for an Effective Management Solution

How can organizations streamline management of an increasingly complex IT infrastructure so they can quickly deploy new solutions and adapt to fast-changing demands? One way is to leverage vendor IT support services. An effective support solution requires:

- **Relevant expertise:** The provider must have deep expertise in the hardware and solutions the enterprise uses.
- **A single point of contact:** Enterprises don't have time to engage with the multiple vendors that might be part of an overall solution. They need a single point of contact who can handle cases end to end, performing triage and collaborating with tech partners for quick resolutions. A single contact helps simplify support while keeping in-house experts focused on the bigger picture.
- **Multi-channel support:** Just as no single hardware environment fits all, enterprises must have contact options that work best for their needs at any given time, including chat, online case submission, and a dedicated 24x7x365 phone number.
- **On-site service:** For every hardware repair, an authorized service partner should be deployed on site. On-site service should include these attributes:
  - **Offer a choice of response times:** Ideally, enterprises would be able to select response times that best fit the relative importance of their different infrastructure elements.
  - **Simplify support:** Enterprise users want a simplified support experience that gives them back the time they would otherwise spend on the phone with multiple vendors.
  - **Provide more than a call center:** When enterprise users need IT support, they should be connected directly to a trained technician—not a call center worker who passes a message to the technical staff.

It's no surprise that 37 percent of executives say the majority of their IT budget is spent on maintenance and ongoing management alone.

# Meeting Rigorous Requirements Through Lenovo Premier Support

The Premier Support service from Lenovo meets the rigorous requirements of managing today's data centers. It helps simplify enterprise IT operations and delivers service-level management through a worldwide, 24x7x365 support service model. In addition to ongoing hardware repair services, Premier Support includes advanced Lenovo technical resources that go beyond traditional hardware support.

Enterprise customers gain dedicated access to technical specialists who help streamline troubleshooting and repair. Lenovo provides a single point of contact for end-to-end case resolution, bringing together hardware, software, and solution skills as needed to minimize support complexity. Premier Support covers Lenovo data center products ranging from ThinkAgile software-defined infrastructure solutions to ThinkSystem servers, storage, and networking.

Enterprises can take advantage of multi-channel support options. They can reach a service professional through a dedicated Premier Support phone number, online support tools to submit a case, or live chat.

Enterprise customers can connect quickly, around the clock. Premier Support includes 24x7 support for select countries and languages, together with a robust distributed parts network and on-site support maintenance. Each Premier Support service call is answered by a live, unscripted technician in less than 60 seconds. The worldwide Lenovo team of skilled technicians is ranked number 1 in customer satisfaction.<sup>2</sup>

Enterprise customers can choose the on-site response time that meets their needs. Lenovo's Premier Foundation, Premier Essential, and Premier Advanced preconfigured support levels include the following:

## Premier Foundation

- Premier Support
- 9-to-5 next business day response
- Base warranty extension to 3-5 years

## Premier Essential

- Premier Support
- 7x24x4 hour response
- Base warranty extension to 3-5 years
- [YourDrive YourData](#)

## Premier Advanced

- Premier Support
- 7x24x2 hour response
- Base warranty extension to 3-5 years
- [YourDrive YourData](#)

With three response-time levels, enterprise customers have the flexibility to optimize their support for cost-efficiency by selecting a base level of response time for foundational systems, faster response time for essential systems, and the fastest response time for mission-critical systems.

## Protect Sensitive Data, Maintain Compliance



YourDrive YourData enables enterprise customers to retain control of any data stored on defective drives. The program covers hard drives designed to operate in hard drive bays, solid-state drives designed to operate in hard drive bays, Flash I/O drives as add-on cards, Flash memory modules (Flash DIMM), and Lenovo server USB Flash keys.

# Delivering Exceptional Customer Benefits

Lenovo Premier Support can help enterprises maintain smooth data center operations even as they expand their data centers and adopt increasingly complex technologies. With Premier Support, you can avoid many problems and extract the greatest value from your data center assets.

When technical issues do arise, Premier Support helps enterprise customers resolve those issues quickly and efficiently. An enterprise customer's in-house IT staff has direct, technician-to-technician access to Lenovo service professionals. Enterprise customers also have the option of using online case management, with a web-enabled form to easily submit an incident report directly to the Premier Support team.

Enterprises that have Premier Support benefit from reduced downtime, quick problem resolution, freed internal resources, and seamless single-point communication.

Support is delivered by Lenovo service professionals, who understand Lenovo products and solutions better than anyone else. Premier Support service professionals have extensive knowledge of the company's products and advanced troubleshooting skills. In critical cases, enterprises have access to Lenovo Level 3 product engineers to resolve the issue.

## Third-Party Collaborative Software Support

Lenovo technicians can provide both software and hardware support, and Lenovo has deep technical partnerships with software vendors such as SAP, Nutanix, VMware, and others to provide collaborative assistance. Lenovo furnishes technology partners with diagnostic information to speed Premier Support problem resolution. This capability is essential for enterprises that have Lenovo solutions such as converged or hyperconverged infrastructure (HCI), which could include one or more third-party elements.

## The Critical Importance of Services and Support



"As organizations seek to simplify their IT environments, run mission- and business-critical workloads, and drive innovation through the IT department, they must depend more heavily on server vendors to augment their IT staff and provide the services and support necessary to achieve the business outcomes they desire."<sup>3</sup>

“ We appreciate the fact we can always turn to the Lenovo team for support when issues arise, or if we ever have any questions.”

—**Ramiz Shirinov**, ICT Architect  
Bona Dea International Hospital

<https://lenovosuccess.com/casestudy/bona-dea-international-hospital>

## On-Demand Remote System Analysis

For many IT groups, finding time and resources to keep everything operating at optimal levels is a serious challenge. To address this problem, Lenovo offers remote system analysis with comprehensive hardware and software troubleshooting. Remote system analysis can cover data center infrastructure, ThinkAgile hyperconverged appliances, high-performance computing (HPC) clusters, and data-intensive databases such as SAP HANA.

Through this analysis, Lenovo technicians proactively monitor Lenovo data center hardware infrastructure to help ensure smooth component improvements and minimize unplanned downtime. And they can provide recommendations for optimizing supported configurations of Lenovo data center products.

In addition, Lenovo can check overall infrastructure health on demand. Lenovo technicians can help make sure the infrastructure is delivering high ROI and tangible business outcomes.

## 3 Attributes of a Successful Support System

- 1 Fast:** Lenovo Premier Support service professionals are skilled in hardware, software, and advanced troubleshooting. They can help maintain smooth data center operations so business-critical systems achieve maximum uptime.
- 2 Direct:** Lenovo offers and manages a worldwide customer service experience. Enterprise customers have direct access to Premier Support service professionals, who are available 24x7x365 through a dedicated phone number, online ticket, or live chat.
- 3 Simple:** Lenovo Premier Support is a single-point-of-contact support service. Lenovo owns and manages the entire support incident.

“Support from the Lenovo team has been fantastic—they are very proactive and always happy to jump on a call with us.”

—**Sanjay Kirtikar**, Director Marketing IT & Digital Technology  
Beam Suntory  
<https://lenovosuccess.com/casestudy/beam-suntory>



## Staying Ahead of Change

Enterprises continue to adopt new technologies to meet evolving demands and support business objectives. But many IT groups find managing and maintaining growing, increasingly complex data center infrastructure extremely challenging for their existing staff.

Lenovo Premier Support provides the deep technical expertise required to support today's complex IT infrastructure solutions. Premier Support helps simplify IT operations and service-level management so enterprises can stay focused on advancing business priorities.

“Having Lenovo as our single point of contact for the complete solution helped us to complete the implementation and migration quickly and without any issues.”

—**Mohamed Eissa**, Data Center Manager  
Integrated Diagnostics Holdings

<https://lenovosuccess.com/casestudy/integrated-diagnostics-holdings>

## For More Information



To learn more about Lenovo Premier Support and other Lenovo support service options, visit: [www.lenovo.com/us/en/data-center/services/Support-Services/p/support-services](http://www.lenovo.com/us/en/data-center/services/Support-Services/p/support-services)

<sup>1</sup> Forbes, "Delivering Value to Today's Digital Enterprise: The State of IT Service Management 2017," March 2017, <https://www.bmc.com/content/dam/bmc/migration/pdf/Delivering-Value-to-Today%27s-Digital-Enterprise-FINAL.pdf>

<sup>2</sup> Technology Business Research, Inc., "Lenovo Leads the Competition in x86-Based Server Satisfaction," December 2018, <https://en.resources.lenovo.com/analyst-reports/tbr-lenovo-outperforms-its-competitors-in-x86-based-server-customer-satisfaction-2h18>

<sup>3</sup> Ibid.

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Lenovo offers a comprehensive portfolio of services that supports the full lifecycle of your Lenovo IT assets. At every stage—plan, fulfill, deploy, support, optimize, and end of life (EOL)—we offer the expertise and services you need to more accurately budget for IT expenses, deliver better service-level agreements, and generate greater end-user satisfaction. Let Lenovo Services' unique offerings and expertise help you get the most out of your technology investment. All services may not be available in all countries.

Contact your Lenovo representative or Business Partner to learn more about Lenovo's Premier Support services. Also visit [www.lenovo.com/us/en/services-warranty/premiersupport/](http://www.lenovo.com/us/en/services-warranty/premiersupport/)

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