

ThinkAgile VX Series Appliance Services



Lenovo's end-to-end data center services unlock the potential of your hyperconverged solution

Embrace business agility with industry-leading support that makes the most of your software-defined infrastructure. Lenovo's ThinkAgile Advantage services speed time to value and maintain top performance with proactive, solution-oriented support for your Lenovo ThinkAgile VX Series appliances.

The hyperconverged ThinkAgile VX Series appliance eases data center complexity by integrating VMware vSAN software onto Lenovo's highly reliable servers, together with fully tested compute, storage, and preloaded virtualization management software. This nimble building block enables you to transform inflexible or difficult-to-maintain infrastructure into a simplified, high-performance environment that provides fine-grained scalability.

ThinkAgile Advantage services are included with your ThinkAgile VX Series appliance, and we're here for you day and night. Our ThinkAgile Advantage support team will accelerate deployment and provide a single point of support, including a dedicated, direct-line phone number with 24x7 access to end-to-end case management and problem resolution.

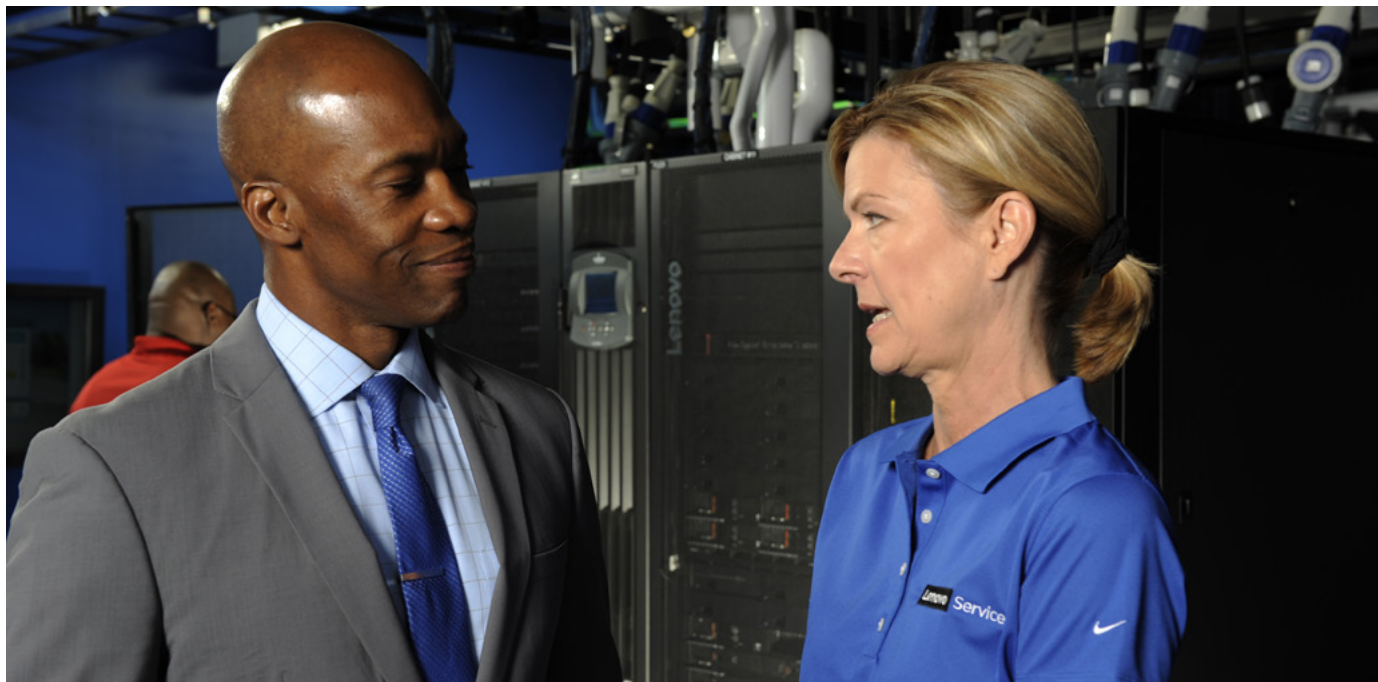
Plus, Lenovo's comprehensive services portfolio spans the entire lifecycle of your Lenovo IT assets. Tailor your data center services to meet specific business needs and response-time targets with preconfigured support levels. Our industry-leading Premier Advanced, Premier Essential, and Premier Foundation services take the complexity out of supporting today's demanding IT environments and help ensure smooth data center operations. Additional service options include Assessment Workshops, Managed Services, Health Checks, and more.

Our expert consultants know how to deliver a transformative service experience with minimal disruption to your staff. It's the most efficient way to maximize the return on your IT investment, freeing you to develop staff proficiencies that will move your business forward.



ThinkAgile Advantage Deployment and Support

Divide and conquer. Let Lenovo experts get your ThinkAgile VX Series solution up and running while you focus on business priorities.



Deployment

Maximize IT effectiveness with accelerated hardware deployment. A skilled Lenovo consultant will:

- Conduct remote preparation and services planning
- Perform initial green-light health check
- Verify and update the Lenovo ThinkAgile VX Series hardware appliance to the recommended solution level
- Configure the basic network for integration
- Perform the baseline vSAN configuration
- Install the Lenovo XClarity IT infrastructure management virtual appliance
- Manage the deployed ThinkAgile VX Series solution using XClarity
- Provide configuration details and knowledge transfer in technical solution documentation



Single Point of Support

Expedite IT response with proactive support around the clock. Your ThinkAgile Advantage services team will:

- Own end-to-end case management and problem resolution for the entire ThinkAgile VX solution
- Be available 24x7 to answer calls received over a dedicated, direct-line phone number
- Manage all calls to conclusion, backed by quick access to Lenovo product engineering and VMware software support
- Simplify warranty entitlement



Recommended Service Options

Heighten IT agility. Lenovo's industry-leading data center services build on ThinkAgile Advantage support to meet specific business needs.

Assessment Workshop

Understand your options. During the Assessment Workshop, Lenovo experts explain deployment alternatives and discuss different ways to help increase the return on your IT investment. Our professional consultants will:

- Evaluate trends and best practices to identify opportunities for IT system and infrastructure improvements
- Plan power and cooling infrastructure for high-density systems and cloud-based environments, as well as retail and campus environments

Hardware Installation

Speed time to value. During the Hardware Installation process, a skilled Lenovo consultant will:

- Visually inspect hardware for damage
- Connect physical equipment and power on the hardware
- Conduct thorough testing to verify full operation and readiness for deployment

YourDrive YourData

Protect sensitive data and maintain compliance with corporate retention and disposal policies. Lenovo's YourDrive YourData retention service alleviates liability risks by enabling you to:

- Retain failed drives¹ for extra data protection—otherwise, failed drives must be returned to Lenovo
- Dispose of retained drives¹ at your discretion

Committed Service Repair

Safeguard near-continuous availability. Under the terms of our Committed Service Repair, a Lenovo consultant will get covered hardware fixed and operationally ready within the specified time following your service call.

Managed Services

Gain 24x7 remote monitoring, technical system management, and on-call coverage from Lenovo's Managed Services professionals. Our experts have in-depth knowledge of enterprise IT environments across a wide range of industries.

Health Check

Optimize IT performance and efficiency. During the ThinkAgile VX Health Check, a skilled Lenovo consultant will review and validate your hardware configurations.

¹ Covered drives include the following: hard drive designed to operate in hard drive bay, solid-state drive designed to operate in hard drive bay, Flash I/O drive as add-on card, Flash memory module (Flash DIMM), and Lenovo server USB Flash keys.

Accelerate Your Digital Transformation

Lenovo's data center services professionals and expert consultants are with you every step of the way.



Customers Who Obtained These Services Also Considered...

Preconfigured Data Center Support

Boost your basic warranty. Three simplified support levels match onsite response to the importance of a particular system, workload, or application environment. Customize with Lenovo's recommended service options to fit specific business requirements. World-class Premier Support² provides direct, technician-to-technician access.

Advanced

- Two-hour onsite response, 24x7
- Onsite installation of all replacement parts
- YourDrive YourData
- Warranty extension to 5 years
- *Recommended Service Options:* Premier Advanced, Hardware Installation, Committed Service Repair within 6 hours of support call

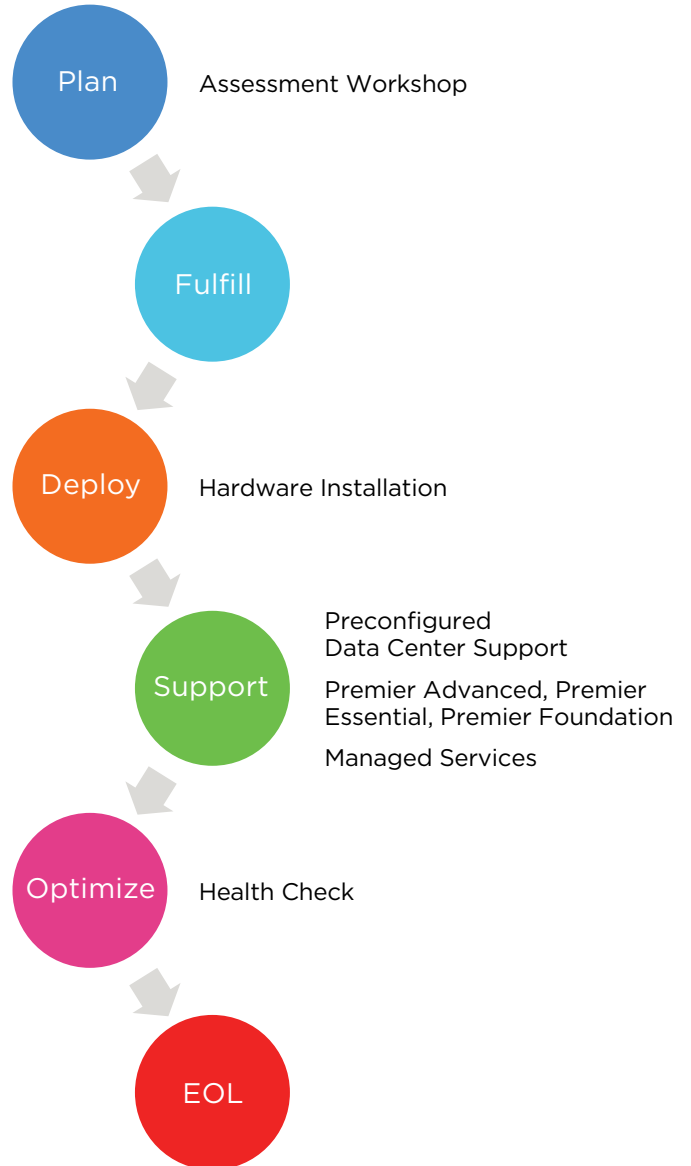
Essential

- Four-hour onsite response, 24x7
- Onsite installation of all replacement parts
- YourDrive YourData
- Warranty extension to 5 years
- *Recommended Service Options:* Premier Essential, Hardware Installation, Committed Service Repair within 24 hours of support call

Foundation

- Next-business-day onsite response during normal business hours, 5 days per week
- Onsite installation of all replacement parts
- Warranty extension to 5 years
- *Recommended Service Options:* Premier Foundation, Hardware Installation, YourDrive YourData

² Lenovo's worldwide Premier Support service includes 24x7 support for select countries and languages, together with onsite support maintenance.



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 ThinkAgile Advantage services. Also visit www.lenovo.com/DataCenterServices

