

Lenovo Product Portfolio

Premium Notebooks



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Your items for view

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Lenovo Product Portfolio

Did you know?

- Lenovo manages 8,000 orders a day, 80% of which are small-scale orders of less than five units.
- Lenovo ranked #8 in Gartner's 2023 Top 25 Global Supply Chain, highlighting their excellence in the global supply chain community.
- In 2022, Lenovo has been named among FORTUNE Magazine's World's Most Admired Companies.
- Integrating emerging technologies such as IoT, AR, and AI, Lenovo designed an entirely automated, unstaffed convenience store of tomorrow in Beijing.



Unlocking opportunity for your business

Today's business leaders face evolving marketplace demands that require a new level of agility, security, and sustainability.



Transformed
workforce and
workplace



Intelligent
infrastructure
transformation



Transformative
and sustainable
Innovation

Smarter technology for all

We use our innovation, end-to-end expertise, and global scale, reach, & channel partnerships to deliver smarter solutions that drive better outcomes'



We empower businesses to transform with purpose

Pioneer and enabler of intelligent transformation with a history of first-to market innovations and a commitment to doubling R&D in the near-term with further US\$1 billion Investment in AI over the next 3 years.



We lead and act globally, and partner locally

Our 35 factories in 180 markets give us a global reach to more than one billion customers, while our channel-centric approach and expansive network of trusted partners provide local expertise and support.



We enable our customers from pocket to cloud

Lenovo is the only global technology provider with an integrated, open choice ecosystem of devices and solutions from the phone in their pocket to the hybrid cloud powering their enterprise.



We deliver solutions that drive better outcomes

Combining hardware, software, infrastructure, and solutions, Lenovo TruScale gives you single-source convenience for all your technology needs— with the simplicity and scalability of a flexible, pay-as-you-go model - anywhere in the world.

On-site Service

fast, on-site support

Today's technology and Lenovo's extensive reliability testing means it's unlikely to occur frequently, but if you are supporting hundreds of users and there are issues with mission-critical hardware, fixing and replacing parts suddenly becomes a priority.

Whether it's executives or specialist roles that need fast support, a large number of our customers select On-site Service.

With On-site service, if a problem can't be fixed remotely, a technician will visit your location to repair a device. The date and time for On-site service will be mutually agreed upon, normally by the next business day, and we will either repair or exchange the failing machine at your location and verify functionality.

With On-site Service you can:

- **Save resources:** Save time and money by having Lenovo support available onsite to address issues quickly.
- **Optimize efficiency:** Achieve maximum uptime and productivity when operating within a mission-critical environment.
- **Minimize unplanned expense:** Accurately budget for IT expenses at the time of PC purchase.

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will visit your location to repair a device

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Premier Support

Prioritize your business with Premier Support

Lenovo™ Premier Support manages routine support tasks, freeing IT focus on strategic efforts that move the organization forward. Boost end-user productivity and limit downtime with direct access to elite Lenovo engineers who provide unscripted, advanced hardware and software support.

- **Your direct line to a real expert:** Talk directly with Advanced Level 2 technical support agents located in your country. Each case will be dealt with end to end by the same support agent.
- **Don't wait for parts and fixes:** Premier customers get next business day onsite repairs. When an onsite visit is needed, we will accurately diagnose the problem beforehand, so an onsite technician will arrive prepared with the correct replacement part.
- **Do your end users frequently have software support needs?** Premier provides one point of contact for hardware and software issues. We support how-to questions and assist with hot fixes for a range of software in your organization.
- **Do your users travel internationally?** Users can find support when they are travelling overseas; phone numbers for Premier Support around the world can be found by entering your product serial number on support.lenovo.com

Premier Support is ideal for organizations with limited technical resources, or with geographically dispersed employees, high IT dependency or worldwide operations. Increase employee satisfaction with access to professional technical staff that will get straight to solving their problems, offer priority replacement parts, software support and international coverage. IT teams can spend less time on basic troubleshooting and mundane tasks, enabling them to focus on more critical projects like digital transformation initiatives, upgrades to infrastructure, security audits and more.

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Advanced engineers. End-to-end case management. Faster, first-time resolution.

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Sealed Battery Warranty

Guaranteed protection against battery failures

Typically a battery is designed to support 1,000 charge/discharge cycles over a period of 3 years. However, batteries degrade over time, and variables such as temperature, usage, and age affect performance. To determine if a battery should be replaced under warranty, Lenovo will run diagnostic software on the device to determine if the battery health is normal based on the age and charging cycle count.

Most of Lenovo's laptops and all of our tablets contain 'sealed' batteries, which means they need to be removed and replaced by a qualified technician in the event of a failure or severe degradation in performance.

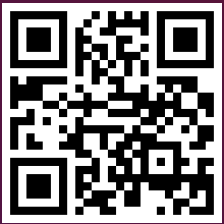
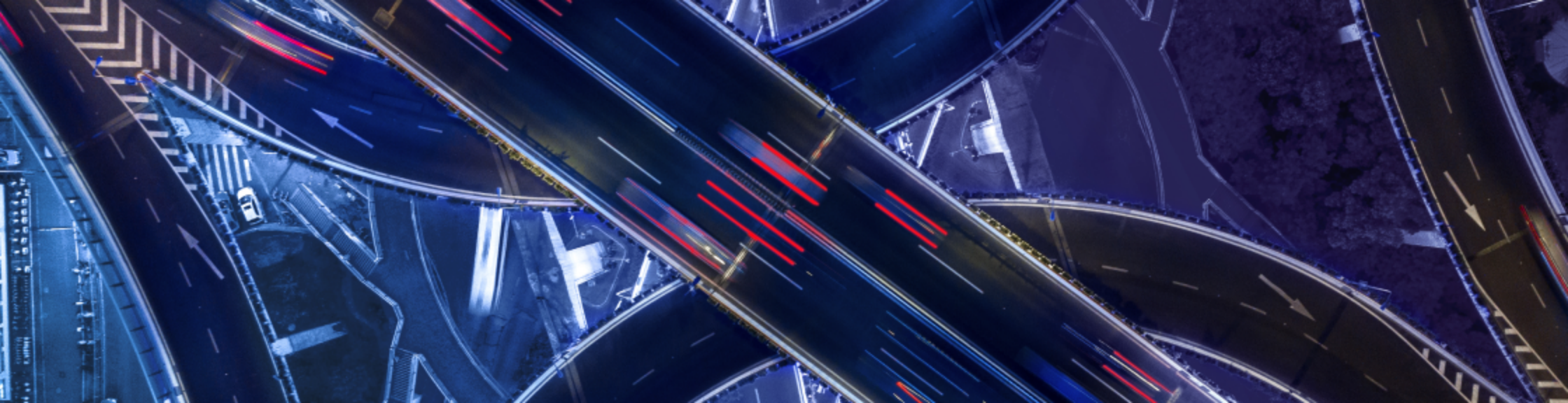
- The low upfront cost of the Sealed Battery Warranty is significantly less than that of a replacement not covered by an extension policy
- Covers for a single replacement of the battery in years 2 or 3 of the extended period (the base warranty already covers a replacement in year 1)
- Must be purchased within the first year of when the device was purchased. Available for ThinkPad and ThinkBook laptop and tablet products, along with select Lenovo-brand products
- Combine with an On-site Warranty to enable a qualified technician to visit your premises and replace the battery without having to send the device to a repair centre

Laptop and tablet batteries have a 1 year base warranty only, so the **Sealed Battery Warranty** can be purchased for a nominal fee to upgrade this to 2 or 3 years. The length of the Sealed Battery Warranty upgrade does not have to match the length of the overall warranty for the device.

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all batteries have a 1 year base warranty which can be upgraded to avoid unexpected costs and downtime

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