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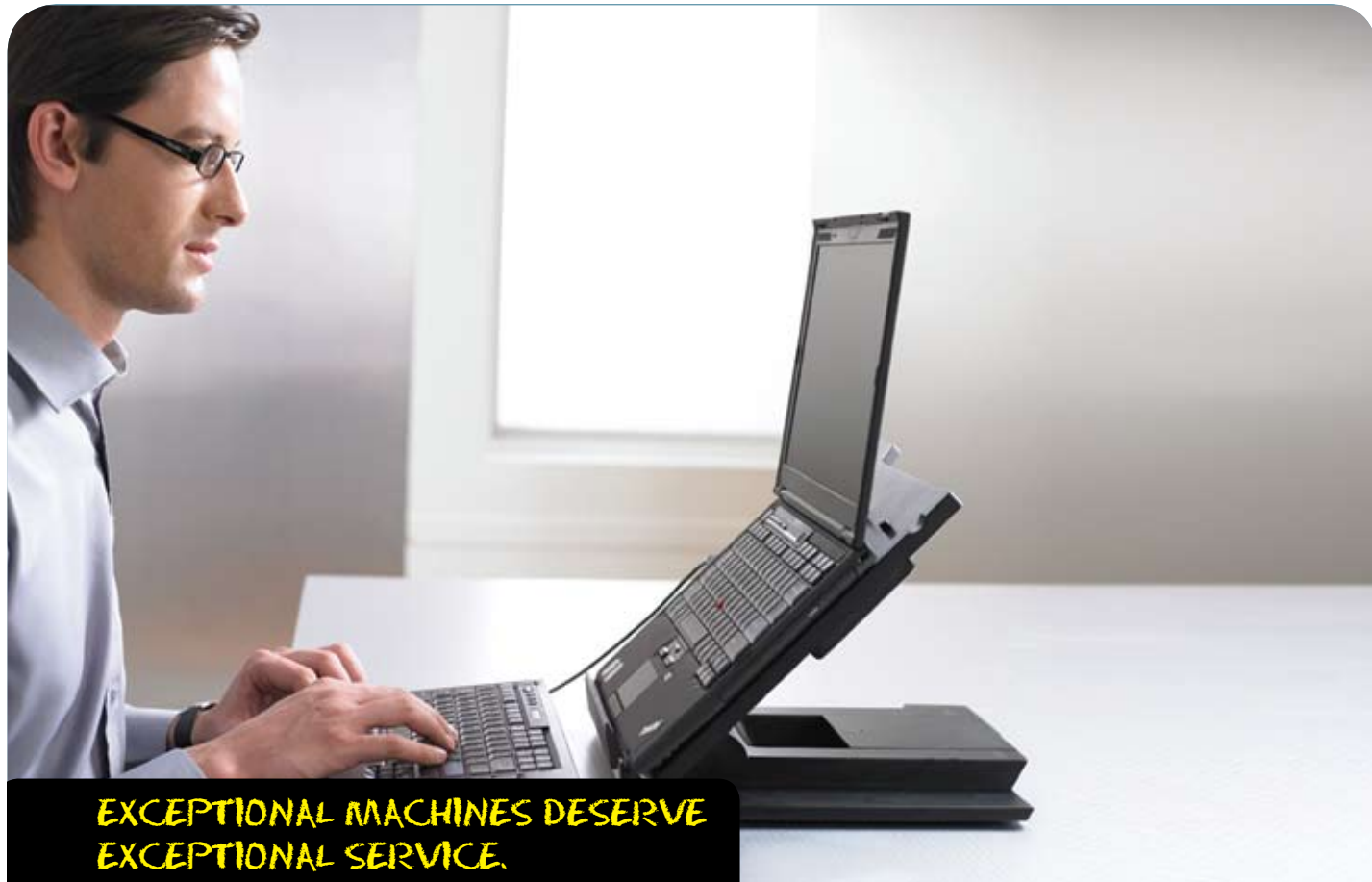
LENOVO THINKPLUS™ SERVICES.
THOUGHTFUL IDEAS TO SUPPORT
YOUR THINKSERVER™.



THINK PERFORMANCE. THINK SERVICE. THINK LENOVO.



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EXCEPTIONAL MACHINES DESERVE EXCEPTIONAL SERVICE.

ThinkPlus Services for ThinkServers were designed with small business needs in mind. The decision to buy a server should be made carefully and thoughtfully, taking into account not only how the server will support your business, but also how your server will be supported.

Lenovo makes that decision easy. Lenovo ThinkServers are engineered for exceptional quality to support your growing business needs. But what's more, they are supported by award-winning Lenovo Service, delivered hand-in-hand with your trusted business partner.

Lenovo will get your new server up and running quickly, train your employees and provide priority response for all of your service needs. We're committed to ensuring the ultimate server ownership experience.

Lenovo supports the server and helps you protect your critical business data. We can even take care of end-of-life disposal issues with environmentally responsible asset recovery solutions.

THINKPLUS™ PRODUCTIVITY.

With ThinkPlus Productivity, you get better value with one simple package of support that includes:

INSTALLATION

Get fast, easy installation of your ThinkServer by a Lenovo-approved technician.

ONLINE TRAINING

Understanding Lenovo Servers

Online training is developed and delivered exclusively by Lenovo Training Solutions. You'll receive training on the basics of implementing, deploying and troubleshooting Lenovo ThinkServers, providing comfort and confidence with your new server.

THINKPLUS PRIORITY SUPPORT

Our idea for fast, dependable and advanced IT support when you need it. Simplify your IT needs with our consolidated, single source for hardware and software support.

THINKPLUS™ PRIORITY SUPPORT.

Your ThinkServer often operates in an 'always-on' condition for years at a time, providing business-critical application support to your company. So if it requires attention, you don't have the luxury of waiting for technical support. You need ThinkPlus Priority Support, a consolidated support package for both hardware and software that ensures fast, dependable and advanced IT support for your ThinkServer.

THINKPLUS™ PRIORITY SUPPORT IS A ROBUST PACKAGE THAT INCLUDES:

24x7 Telephone Technical Support	Simple	Simplify support with a single source for hardware and software expertise available when you need it the most.
Priority Call Routing	Fast	Readily available, expedited access gets you to the front of the queue.
Advanced Level Technicians	Effective	Fast problem resolution from technicians with the expertise to diagnose and solve problems quickly.
Basic Usage and Software Installation Support	Easy	Telephone support for software installation and basic server usage issues or problems for in-the-box applications, including ThinkServer EasyManage, EasySetup and EasyUpdate.
Next Business Day Onsite Service	Convenient	The partner you trust, at your place of business, with the parts and expertise to fix the problem right, during normal business hours.

OPTIONAL SERVICES

Hard Disk Drive Retention	Safe	Once your data, always your data. If your hard drive fails, retain the failed drive that contains your business data. Hard Disk Drive Retention can be purchased as part of ThinkPlus Priority as an add-on option.
Priority 4	Faster	For even faster response time to address critical support needs, ThinkPlus Priority 4 provides 4-hour onsite response ¹ , 24/7.

THINKPLUS™ PRIORITY SUPPORT 90-DAY TRIAL INCLUDED².

Experience the difference for yourself Lenovo brings a long track-record of exceptionally engineered products and award-winning services to the server market. Because we know you have a choice in server vendors, we're including ThinkPlus Priority Support on new ThinkServers for 90 days, so you can experience first-hand peace of mind and confidence during the most critical time of server ownership. You'll get access to all of the benefits of Priority service, including our advanced level, highly-skilled technicians, who are specially trained on Lenovo ThinkServers.

ADDITIONAL SERVICES AVAILABLE FOR YOUR THINKSERVER

Lenovo offers a variety of services that support and enhance the ThinkServer experience. These services provide "cradle to grave" support to our customers for Lenovo ThinkServer systems—from initial installation and training to ongoing support, data security and end-of-life asset disposition.

ONLINE DATA BACKUP

How will you recover your critical business data in the event of a physical disaster? Online Data Backup is a disaster recovery and business continuity solution for your business. It provides simple and secure offsite data storage that not only stores your data, but also lets you recover it in case of an unforeseen event. For more information, visit www.lenovo.com/protectmydata

ONLINE TRAINING³

Online training is developed and delivered by Lenovo training solutions. It includes the basics on implementing, deploying and troubleshooting Lenovo ThinkServers.

ONSITE HARDWARE INSTALLATION

Get your ThinkServer ready for business with expert installation service, delivered by either Lenovo or your approved service provider.

WARRANTY EXTENSIONS AND UPGRADES

Extend base warranty coverage from one up to three or five years. Upgrade to onsite four-hour response

ASSET RECOVERY

How do you currently dispose of your retired electronics? Lenovo offers Asset Recovery Service as an environmentally responsible solution for end-of-life asset disposal and secure data destruction.

PROFESSIONAL SERVICES

Lenovo and Lenovo approved partners provide expertise to help you design, plan and implement a wide range of solutions for your ThinkServer.

¹After initial telephone troubleshooting.

²Customers must purchase service after 90-day trial in order to continue Priority Support.

³Online Training is available in English only at the time of launch.