

# Technical Account Management



Increase operational performance and efficiency in your data center with a trusted advisor



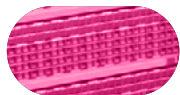
To keep your business running smoothly and productively, you need to optimize your data center efficiency; stay ahead of the IT challenges that tomorrow brings; and build plans that will be implemented a year or two down the road.



But finding the time and assigning resources to maximize operational performance while maintaining stability can be challenging as you plan for the future. That's particularly true if you need highly skilled resources to support your complex solutions.



Lenovo's Technical Account Management (TAM) service helps you get the most from your technology investment today—and benefit from the information and insights required to keep your business on track tomorrow. This service is designed to maintain and improve the health and availability of your data center environment. You gain direct access to your Lenovo Technical Account Manager, who serves as your single point of contact to expedite service requests, provide operational updates, and furnish reports to track incidents over time.



Leverage the expertise of Lenovo and its technology partners in managing complex data center infrastructure throughout the end-to-end lifecycle of your IT assets, spanning operating systems, servers, storage, and networking. Your Lenovo Technical Account Manager will help you optimize the operation of your technology based on a deep understanding of your business. In addition, your Technical Account Manager will proactively make service recommendations and manage your service relationship with Lenovo to make certain your needs are met.



It all adds up to an outstanding customer experience with a trusted advisor who is committed to your business and operational success.

## Technical Account Management Coverage

Lenovo's worldwide Technical Account Management (TAM) service includes local language support and operates during regular local business hours. It is backed 24x7 by the Lenovo Technical Support Center, together with onsite support maintenance. Your Technical Account Manager will:

- Provide a single point of accountability for your Lenovo data center services, with direct access to your post-sales support for all Lenovo-entitled systems
- Handle escalation management\* and coordinate the resources necessary to address high-severity issues or systemic problems
- Serve as a trusted advisor who understands both your business and your data center operations; communicate technology insights and anticipate future needs while maintaining ongoing supportability, technical training, and tools
- Oversee the supportability and service planning of your Lenovo data center assets to optimize the operation and efficiency of these entitled systems; recommend service contract renewals and service extensions based on your organization's objectives
- Furnish customer account reporting on operational performance and efficiency of your entitled systems based on KPIs and service delivery metrics; address end-to-end lifecycle issues regarding support maintenance renewal and extension

\* Only Lenovo customers with proper Warranty and Warranty Upgrade service in place on a Lenovo-entitled system can access the escalation service that is provided by those contract entitlements to resolve a reported issue.

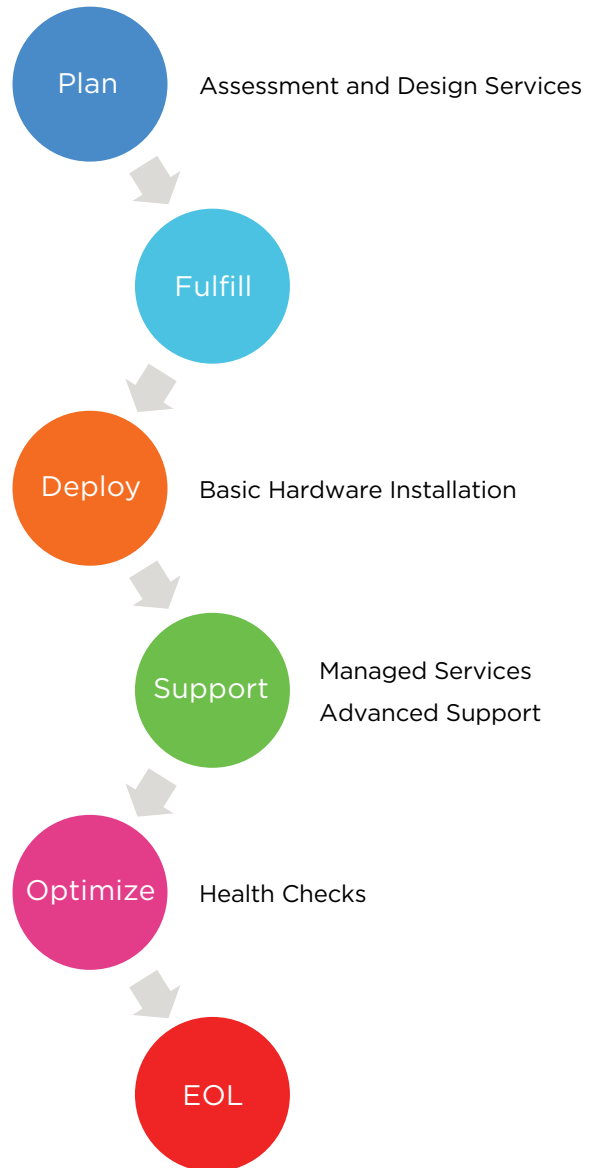


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## Customers Who Obtained These Services Also Considered...



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.

Lenovo's Technical Account Management service is part of a comprehensive portfolio of Lenovo Services that supports the entire suite of enterprise products.

Contact your Lenovo representative or Business Partner to learn more about Lenovo's Technical Account Management service. Also visit [www.lenovo.com/DataCenterServices](http://www.lenovo.com/DataCenterServices)

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