

Enterprise Server Software Support



Comprehensive 24x7 single point of support for software

Getting the technical support you need when a software problem or question arises can be challenging—especially when you’re running a small or medium-sized business. Without a dedicated IT staff, you might need to make several calls to multiple vendors to resolve the problem—and you could be charged for each call.

Lenovo Enterprise Server Software Support makes it easy to get comprehensive assistance for a wide range of server operating systems and Microsoft server applications. A single call to just one number connects you to extensive expertise for problem resolution, troubleshooting, assistance with documentation, and many other common questions. Around-the-clock availability for critical problems plus unlimited calls to resolve noncritical incidents help you address challenges fast, without incremental costs.¹

Tap into Comprehensive Support

Lenovo Enterprise Server Software Support helps you troubleshoot your entire server software stack. Choose support for server operating systems from Microsoft, Red Hat, SUSE, and VMware; Microsoft server applications; or both operating systems and applications. Support staff can answer troubleshooting and diagnostic questions, address product compatibility and interoperability issues, isolate causes of problems, report defects to software vendors, and more.

In addition, you can access hardware how-to support for System x servers. Staff can resolve hardware problems not covered under warranty, refer you to the right documentation and publications, provide corrective service information for known defects, and transfer you to a hardware support call center if needed.

Simplify Service

Lenovo Enterprise Server Software Support can significantly simplify service and help eliminate the frustration of typical software support. Instead of being shuttled between multiple vendors, you can resolve problems through a single point of contact for software issues.



¹ Lenovo provides 24x7x365 service in the US for critical problems and support during business hours for noncritical problems. If live phone help is unavailable during those service windows, responses are provided within two hours. Support hours and contact methods may vary in other countries.

Enterprise Server Software Support Savings

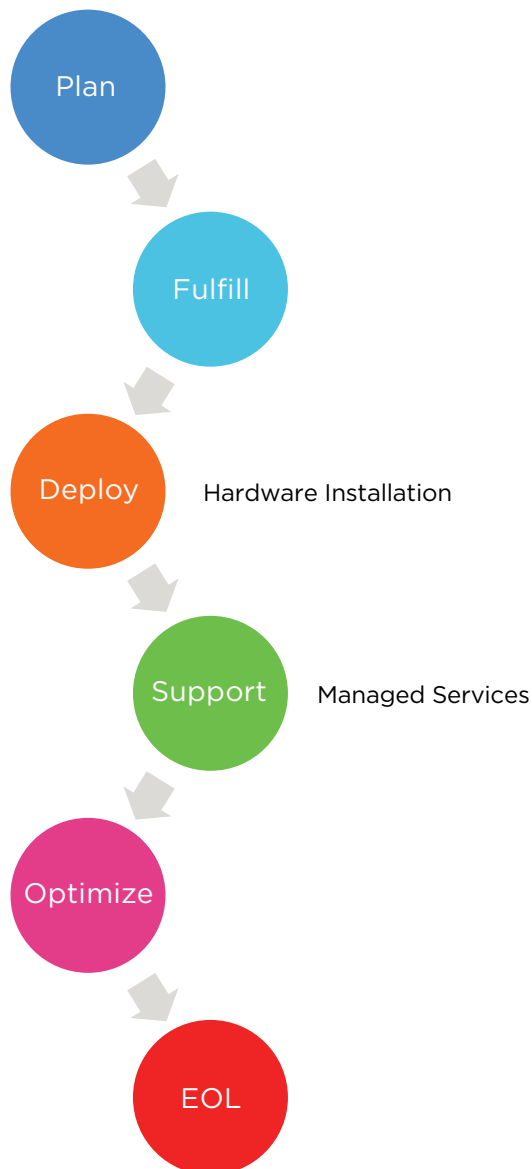
Why pay per-call or per-incident costs with support services from software vendors? Lenovo Enterprise Server Software Support includes unlimited calls and incidents. Look at the cost savings you could achieve in just a few years:

	Software vendors	Lenovo Enterprise Server Software Support ²
Year 1: Four incidents	\$1,996	\$649
Year 2: Six incidents	\$2,994	\$649
Year 3: Ten incidents	\$4,990	\$649
Total	\$9,980	\$1,947

²Prices may vary according to the offering selected, number of servers supported, geographic region, and other factors.

When you factor in the productivity savings of a single point of support, clearly Lenovo Enterprise Server Software Support delivers superior value for typical software support.

Customers Who Obtained These Services Also Procured...



Jebel Ali Free Zone, Dubai (HO)
 Street No. N503 - FD03, FD04 & FD05
 United Arab Emirates
 P.O. Box 17020
 Tel: +971 (4) 881 44 40
 Fax: +971 (4) 881 42 42
www.forefrontec.com
info@forefrontec.com

Al Olaya Street, Riyadh (BO)
 Akariyah-3 Building, Office 610
 Kingdom of Saudi Arabia
 P.O. Box 301807, Riyadh 11372
 Tel: +966 (11) 460 35 80
 Fax: +966 (11) 460 35 85
www.forefrontec.com
info@forefrontec.com

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—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.

Lenovo's Enterprise Server Software Support is part of a comprehensive portfolio of Lenovo Services that supports the entire suite of enterprise products. For more information, visit www.lenovo.com/DataCenterServices



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