

Managed Services

Get expert 24x7 monitoring and technical system management



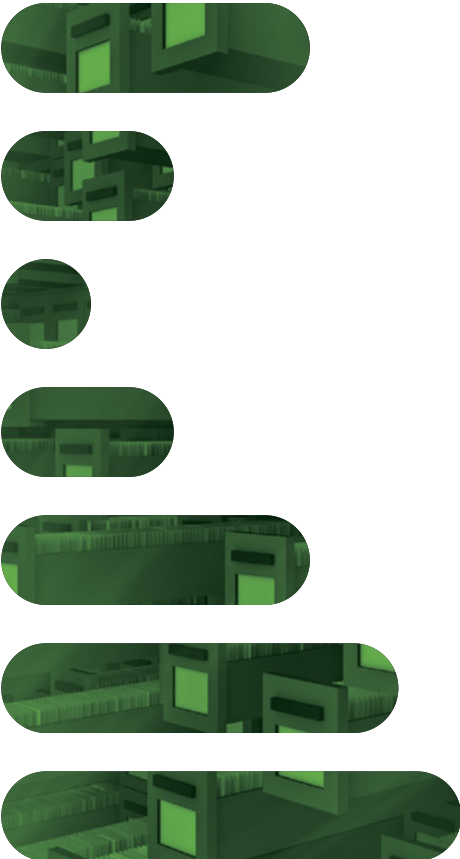
Managing enterprise IT environments in an evolving business and technology landscape can be costly and time-consuming. Improper attention to this critical function can leave systems vulnerable to firmware or driver conflicts, resource contention, intrusion, or outages. With Lenovo Managed Services, Lenovo service professionals remotely monitor and manage your data center to enhance security and reliability and help ensure maximum performance and stability. Continuous monitoring, scheduled health checks, recommended updates, capacity planning, and performance management can bolster workforce productivity, drive innovation, and enhance business results.

Proactive Management and Continuous Monitoring

Lenovo Managed Services enables you to improve IT efficiency and optimize data center resources with rapid access to technical expertise and best practices for industry processes. It includes 24x7 remote monitoring, problem determination and resolution, updates, and system-wide health checks. Detailed monitoring enables capacity planning and performance management, helping ensure smooth operation of data center servers and business processes. Should a technical problem arise, the Lenovo automated alert and support notification system opens a service ticket and transfers diagnostics to the Lenovo team for quick problem resolution.

Team of Experts

Hand off your IT management duties to a team of experts who have in-depth knowledge of enterprise IT environments spanning a wide range of industries. End-to-end support and comprehensive resolution of all hardware and software problems empower you to maximize the value and performance of your technology investments and free valuable in-house staff to focus on core business priorities.

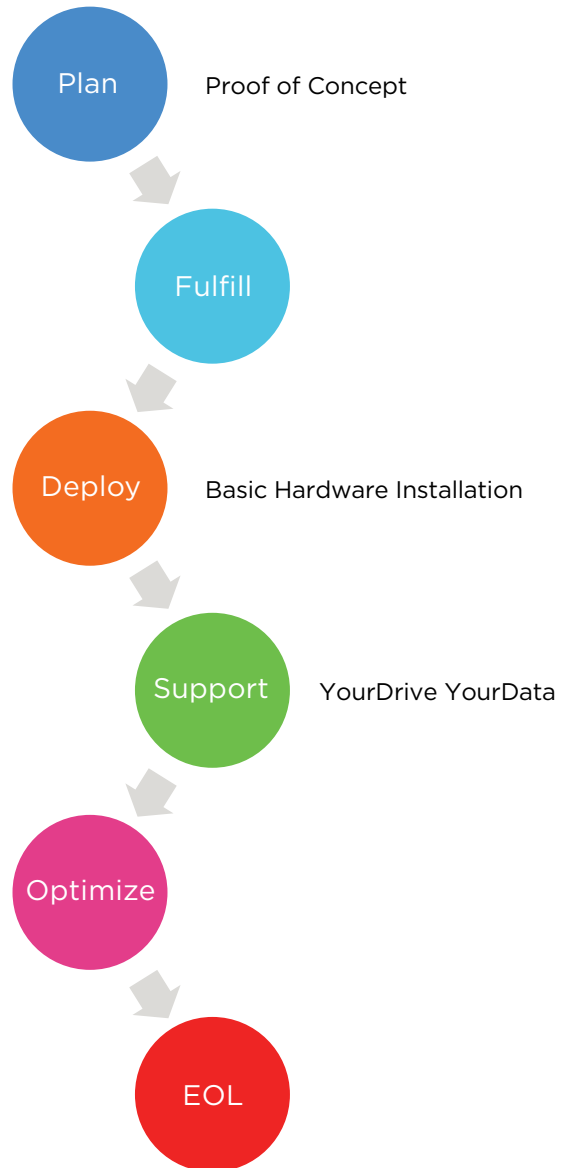


The Role of Managed Services

Lenovo experts perform remote monitoring, technical assistance, on-call coverage, and quarterly health check services:

- Ongoing monitoring of the infrastructure hardware and software—including the OS
- Resolution of Lenovo hardware and solution-specific, software-related problems whether reported by automated monitoring systems or directly from you
- Reporting of support problems that require your attention
- Quarterly remote health checks and quarterly meetings as part of ongoing administration and management
- Maintenance and administration of the management server for monitoring and managing the solution
- Record keeping of the latest Lenovo and solution-specific software patches, critical updates, hardware health checks, and hardware firmware levels
- A client-care manager designated to perform the following functions:
 - Interface between you and Lenovo
 - Schedule and conduct the kick-off and go-live sessions, when applicable, for new monitoring engagements
 - Provide activity summary reports and health check files to you for the quarterly meeting

Customers Who Obtained These Services Also Procured...



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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.

Lenovo Managed Services is part of a comprehensive portfolio of Lenovo Services that supports the entire suite of enterprise products. For more information, email your Lenovo representative:

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Also visit www.lenovo.com/DataCenterServices



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