

# Premier Support Plus at a glance

Premier Support Plus delivers seamless, reliable, and repeatable IT support that works every time, reducing downtime to maximize end user productivity.

FEATURES	Basic Depot Support	Basic Onsite Support	Premier Support	Premier Support Plus
Break / fix support for broken machines	✓	✓	✓	✓
Advanced technical support available 24 x 7 x 365	✗	✗	✓	✓
Comprehensive hardware and original equipment manufacturer (OEM) software support <sup>1</sup>	✗	✗	✓	✓
Single point of contact for simplified end-to-end case management	✗	✗	✓	✓
Technical Account Managers for escalation management	✗	✗	✓	✓
Next business day onsite labor & parts prioritization <sup>2</sup>	✗	✗	✓	✓
Standard reporting available (service level, repeats, in/out warranty, etc.)	✗	✗	✓	✓
Lenovo Service Connect for asset management, product support, and service case (or request) tracking	✗	✗	✓	✓
Premier Asset Tag Option for inventory management and Premier contact center information	✗	✗	✓	✓
Proactive and predictive issue detection, case creation, and notification <sup>3</sup>	✗	✗	✗	✓
Services Engagement Manager (SEM) for proactive asset reporting & relationship management <sup>4</sup>	✗	✗	✗	✓
Accidental Damage Protection (ADP) covers accidents beyond system warranty <sup>2</sup>	✗	✗	✗	✓
Keep Your Drive (KYD) hard drive retention <sup>2</sup>	✗	✗	✗	✓
Sealed Battery (SBTY) coverage for up to 3 years <sup>2</sup>	✗	✗	✗	✓
International Service Entitlement (ISE) extends ADP, KYD, and SBTY coverage internationally	✗	✗	✗	✓
Coverage for consumer products sold to commercial customers	✗	✗	✗	✓

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