



Smarter
technology
for all

Lenovo

SMART OFFICE PROFESSIONAL SERVICES: Deploy and Maintain Bundle

ENABLING YOUR WORKFORCE THROUGH CONTINUOUS SUPPORT.

Lenovo is here to help get your ThinkSmart devices up and running quickly—and keep them working smoothly—so employees can enjoy the benefits immediately and without interruption. Here's how:



ThinkSmart devices come with a **3-YEAR PREMIER SUPPORT WARRANTY** standard. This provides a direct connection to a highly skilled Lenovo technician who can diagnose and direct the repair of any ThinkSmart hardware or software offering.

- Call center support for basic troubleshooting, out-of-the-box support, and technical issues
- Advanced technical support, 24/7/365
- Single point of contact for simplified end-to-end case management
- Technical Account Managers for proactive relationship and escalation management
- Priority on service delivery and repair parts
- Lenovo Service Connect Portal for customized reporting and product support



For companies investing in additional support, Lenovo offers **SMART OFFICE PROFESSIONAL SERVICES**, which will assess your environment for collaboration suitability, deploy ThinkSmart devices in your meeting spaces, and maintain those devices over time.



Lenovo's Premier Support is also the conduit to our Smart Office Professional Services, initiating the service ticket process and handoff for you. From there, our Pro Services team provides **PERSONALIZED ASSISTANCE** every step of the way.



When appropriate, these teams can engage with UC and peripheral providers, such as Microsoft, Zoom, Logitech, or Avocor, to identify and solve issues stemming from **PARTNER TECHNOLOGY**, all while ensuring a seamless customer experience.

Deploy and Maintain Bundle

Lenovo now offers a standalone Professional Services Deploy and Maintain bundle for a fixed fee to help you enable ThinkSmart solutions throughout your company even more quickly and easily.

DEPLOY

Receive guidance from Lenovo experts along every step of the set-up process

- Dedicated specialists help configure ThinkSmart solutions within the existing IT infrastructure
- Multilingual techs available to handle live support via phone, email, or instant messaging
- Access to engineers for clear records of actions recommended and taken for all ThinkSmart solutions deployments

MAINTAIN

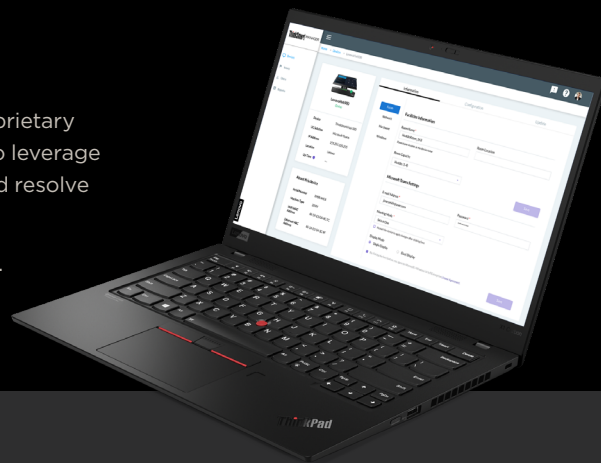
Receive unlimited support across your ThinkSmart devices and branded peripherals

- Ongoing remote check-ins and easy-to-follow guidelines to ensure updates are installed and to keep sites running smoothly
- Hands-on support to reinstall or deploy reallocated equipment in other locations as site needs change
- Maintenance service renewable annually for continued peace of mind

CENTRALIZED MANAGEABILITY KEEPS IT IN-THE-KNOW.

All ThinkSmart device purchases come with Lenovo's proprietary **THINKSMART MANAGER SOFTWARE**,* which allows IT to leverage a single console to deploy, manage, configure, update, and resolve issues in real time from one, centralized location.

ThinkSmart Manager set-up is part of our Deploy services.



The Deploy and Maintain bundle lets you maximize the benefits that ThinkSmart devices offer, quickly and without overwhelming IT. Lenovo Premier Support and Professional Services work better, together, to help your organization work smarter.

Smarter meetings start with ThinkSmart. Learn more at www.lenovo.com/ThinkSmart

*ThinkSmart Manager comes pre-loaded on all new ThinkSmart Hub 500 and Hub devices and is available via free download for ThinkSmart Edition Tiny for Microsoft Teams Rooms and Zoom Rooms devices. ThinkSmart Manager Basic is included with your hardware purchase, while a Premium level of capabilities are available at an additional cost.

**Smarter
technology
for all**

Lenovo