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## Highlights

- Delivers management efficiency around the globe with a dedicated Lenovo Center of Excellence
  - Cost-effectively streamlines support with predictable budgeting
  - Provides deep experience on x86 servers for greater peace of mind
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# Managed Maintenance Solution for Lenovo

*Maximize uptime and simplify server maintenance with customizable support services for Lenovo x86 servers*

If any of your servers are down, then you're losing valuable time, money and resource effort. Improperly functioning servers disrupt business operations and impact your return on investment (ROI) and reputation. But relying solely on in-house resources for 24x7 uptime can become unmanageable. To more effectively support your IT performance, you need fast and reliable technical support for your Lenovo x86 products.

IBM and Lenovo have formed a strategic alliance to deliver Level I, II, III and on-site support around the globe. The Managed Maintenance Solution for Lenovo from IBM enables you to rely on IBM to support and service your x86 products. Bringing you customizable hardware support, this managed maintenance solution (MMS) is designed to help you achieve timely problem resolution through convenient, dedicated Lenovo Center of Excellence remote and on-site support teams with parts and logistics.

## Greater efficiency around the globe with a single point of contact

If you want efficient, centralized server support, rather than being forced to deal with multiple maintenance providers, IBM provides a unified MMS specifically for Lenovo x86 products. IBM's solution gives you a dedicated center of excellence for all remote and on-site support, parts and logistics.

By choosing IBM, you can rely on a global presence in 180 countries, supported in 127 languages. This global support helps ensure service availability and clear communications with your dedicated Lenovo Center of Excellence and helps free you from having to manage day-to-day server problems. You can unburden your staff to focus on more strategic business priorities.



When you call your Lenovo Center of Excellence, IBM can:

- Perform initial assessment, problem determination and problem source isolation of each hardware service request.
- Make available local escalation points for initial problem determination, provided remotely through the IBM Remote Support Center (RSC) for each hardware service request.
- For on-site support, dispatch a service technician to fix the hardware problem at the client's location.
- Provide client access to the IBM RSC 24 hours a day, seven days a week for all service support levels.

### Cost-effectively streamline support

As a “one-stop shop,” the Managed Maintenance Solution for Lenovo is faster and easier to set up than using multiple support providers. Plus, a multi-year contract could save you money. Without the contract, you might pay more for a repair on a time-and-materials basis. This also means predictable budgeting with a fixed-cost contract.

### Choose IBM for greater peace of mind

IBM knows Lenovo x86 products inside and out. The Managed Maintenance Solution for Lenovo brings you Level I and II support from IBM, and Level III support from Lenovo.

### Why IBM?

Unlike many competitors, IBM can provide global and local reach to help reduce support complexity and costs. IBM can deliver a holistic set of support services and has extensive expertise as a manufacturer of hardware with over three decades of experience delivering managed maintenance solutions.

### For more information

To learn more about Managed Maintenance Solution for Lenovo, please contact your IBM representative or visit: [ibm.com/us-en/marketplace/lenovo-support](http://ibm.com/us-en/marketplace/lenovo-support)

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IBM Corporation  
New Orchard Road  
Armonk, NY 10504

Produced in the United States of America  
August 2018

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