



Lenovo 5WS1L39505 warranty/support extension 3 year(s)

Brand : Lenovo

Product code: 5WS1L39505

Product name : 5WS1L39505

- 24x7x365 hardware and software support
 - Direct access to advanced technicians
 - Single point of contact and simplified escalation
 - Unscripted solutions through phone, chat, or email
 - Next business day onsite and parts prioritisation
 - Proactive and predictive issue detection
- 3 years Premier Support Plus
Lenovo 5WS1L39505. Number of years: 3 year(s)



| Features | Standard Support | Premier Support | Premier Support Plus |
|---|------------------|-----------------|----------------------|
| 24x7x365 support for server machines | • | • | • |
| Advanced technical support available 24x7x365 | • | • | • |
| Comprehensive hardware and software support | • | • | • |
| Single point of contact for simplified case management | • | • | • |
| Technical Account Manager for escalation | • | • | • |
| Next business day onsite (not applicable) | • | • | • |
| Standard reporting available | • | • | • |
| Lenovo Service Connect and Premier Asset Tag option | • | • | • |
| Predictive issue detection, case creation, and resolution | • | • | • |
| IBM for proactive asset reporting & relational management | • | • | • |
| Accidental Damage Protection | • | • | • |
| Keep the Charge | • | • | • |
| Global Battery coverage for up to 4 years | • | • | • |
| International Service Enrollment | • | • | • |
| Coverage for non-Think devices | • | • | • |

| Features | | Features | |
|--------------|---------|-----------------|-----------|
| Product type | Upgrade | Number of years | 3 year(s) |

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Publication date: 23-NOV-2024. Prints or copies of Information are only valid on the printed Publication date