



Lenovo 5WS1L39135 warranty/support extension 3 year(s)

Brand : Lenovo

Product code: 5WS1L39135

Product name : 5WS1L39135

- 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 prioritization
 - Proactive and predictive issue detection
- 3Y Premier Support Plus upgrade from 3Y Premier Support
Lenovo 5WS1L39135. Number of years: 3 year(s), Type: On-site

Features	Standard Support	Premier Support	Premier Support Plus
On-site support for business machines	✗	✗	✗
Advanced technical support available 24*7*365	✗	✗	✗
Comprehensive hardware and OEM software support	✗	✗	✗
Integration of contact for simplified case management	✗	✗	✗
Technical Account Manager for escalation	✗	✗	✗
Next business day onsite parts prioritization	✗	✗	✗
On-demand reporting available	✗	✗	✗
Lenovo Service Connect and Premier Asset Tag option	✗	✗	✗
Predictive issue detection, case creation, and notification	✗	✗	✗
SDR for proactive issue reporting and workflow management	✗	✗	✗
Accidental Damage Protection	✗	✗	✗
Keep Your Drive	✗	✗	✗
Secure Remote Storage for critical systems	✗	✗	✗
International Service Enrollment	✗	✗	✗
Charge for non-Think devices	✗	✗	✗

Features		Features	
Product type	Upgrade	Service included	Parts and Labour
Type	On-site	Number of years	3 year(s)
Service type	Premier Support Plus	On-site support	✓

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