



Lenovo Premier Support Plus 1 license(s) 5 year(s)

Brand : Lenovo

Product code: SWS1M88219

Product name : Premier Support Plus

- 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

Premier Support Plus, Upgrade, On-site, 24 x 7 x 365, 5 Y
 Lenovo Premier Support Plus. License quantity: 1 license(s), Number of years: 5 year(s), Service time (hours x days): 24x7x365, Response time: 24 h, Type: On-site/Carry-in

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

Features	
License quantity	1 license(s)
Product type	Upgrade
Type	On-site/Carry-in
Service type	Premier Support Plus
Service included	Parts and Labour
Service time (hours x days)	24x7x365
Response time	24 h

Features	
Number of years	5 year(s)
Phone support	✓
On-site support	✓
Troubleshooting	✓
Compatibility	ThinkBook 14 G6 IRL 21KG

Packaging data	
Quantity per pack	1 pc(s)

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