

Premier Support Plus for Servers

Build portfolio advantage with predictive server support

AI-driven, outcome-focused support that helps partners differentiate, grow revenue, and build long-term customer loyalty.

Premier Support Plus helps partners stand out and scale profitably with proactive, predictive, and preventative services proven to deliver better outcomes.

You strengthen your market position, increase deal value, and build long-term loyalty with enterprise-grade support your customers rely on.

Lenovo Premier Support Plus — the smarter way to grow your infrastructure services business.

Customers expect more from infrastructure support than ever before

Enterprises today depend on uninterrupted performance, yet most still rely on reactive support models built for a slower era. Infrastructure complexity, hybrid workloads, and shrinking IT resources are driving a new urgency for smarter, more proactive services.

IDC reports that 85% of enterprises now view support quality as a key differentiator when selecting technology partners. Downtime, missed SLAs, and escalating service costs continue to erode business confidence — and partners who can deliver faster, predictive support are best positioned to capture new growth. By offering Premier Support Plus for Servers, partners can align with this market shift.

The service transforms the traditional, reactive support from a cost center into a value engine — helping partners engage earlier, reduce escalations, and support customers with measurable uptime improvements.

Strengthen your service impact and elevate your market position

Differentiate your portfolio with Lenovo's most advanced support tier. With 4-hour response and direct access to Lenovo specialists, you gain a higher level of operational control - enabling smoother case resolution, more confident customer conversations, and a premium service experience strengthened by Lenovo's global reliability.

Power your business with smarter support

Elevate your portfolio: Offer AI-powered predictive and proactive support that commands attention.

Reduce escalations: Prevent issues before they escalate, lowering service burden and improving response.

Strengthen customer trust: Deliver enterprise-grade performance that improves satisfaction and retention.

Enhance credibility: Leverage Lenovo's proven expertise and global coverage across 75+ markets.

Stay ahead of competitors: Provide faster, outcome-based support with measurable results.

84%

of partners see Lenovo Solutions and Services as complementary to their own portfolio.*





Drive growth and recurring revenue through smarter server support

Premier Support Plus for Servers creates new revenue opportunities by adding tangible value to every infrastructure deal.

Predictive insights and automated case creation reduce escalations, while a Lenovo Service Engagement Manager (SEM) provides dedicated oversight to help you grow recurring business with consistent, premium results.

Increase profitability through premium service attach opportunities

Build recurring revenue streams through renewals and multi-year engagements

Empower sales teams with co-branded campaigns and digital enablement tools

Deliver future-ready support that scales with customer infrastructure evolution

Lenovo ranks 1st among OEM vendors evaluated as extremely channel-friendly by partners.*



Lenovo

Extend your Premier Support Plus offering with Lenovo Lifecycle Services

Lifecycle Services expand the value of Premier Support Plus by giving partners end-to-end capabilities across the entire IT lifecycle.

With Advisory, Implementation, Support, Managed, and Refresh & Retire services, you can help customers modernize faster, operate more efficiently, and plan confidently - while growing recurring revenue and strengthening long-term relationships.



Advisory Services

Enable smarter infrastructure decisions early through expert guidance that positions you as a trusted advisor.



Implementation Services

Accelerate deployments with Lenovo-led configuration, integration, and migration that shorten time-to-value and reduce complexity.



Support Services

Deliver enterprise-grade support that improves uptime, builds confidence, and drives satisfaction and renewals.



Managed Services

Provide ongoing performance and reliability optimization through remote monitoring that drives recurring revenue and retention.



Refresh & Retire Services

Support secure, sustainable hardware transitions that reclaim value at end of life and maintain lifecycle continuity.



Offer smarter. Start today.

Join the partners growing their business
with Lenovo Premier Support Plus for Servers.

**Visit [Lenovo Partner Hub](#) or contact your
Lenovo Channel Representative to learn more.**

*Canalys, 2024 - Partner perception survey of vendors on the IT Services space.

WWServices_Premier-Support-Plus-for-Servers_Flyer_012326_channel_GP

Service availability may vary by country and by product. Lenovo reserves the right to alter product offerings and specifications at any time, without notice. Lenovo makes every effort to ensure accuracy of all information but is not liable or responsible for any editorial, photographic, or typographic errors. All images are for illustration purposes only. For full Lenovo product, service, and warranty specifications, visit www.lenovo.com. Lenovo and the Lenovo logo are trademarks or registered trademarks of Lenovo. Other company, product, and service names may be trademarks or service marks of others. © Lenovo 2026. All rights reserved.



**Smarter
technology
for all**

Lenovo