

Lenovo®

Eva Schooss, EMEA



THE SCALE, SCOPE & SUPPORT TO HELP YOU GROW

PC



#1
PC

MOBILE



#1
in PC+Tablet

#5
in Smartphones

ENTERPRISE



#3
in Servers

SCALE

A MAJOR PLAYER IN
OVER 160 COUNTRIES

SCOPE

INDUSTRY'S WIDEST
PRODUCT PORTFOLIO

NOTEBOOK
DESKTOPS
WORKSTATIONS

ANDROID TABS
WINDOWS TABS

PHONES
SMART TV

X86 SERVER
STORAGE
NETWORKING
SOFTWARE
SERVICES

SUPPLY CHAIN

LENOVO OWNED FACTORIES FOR GREATER QUALITY & SECURITY
GLOBAL LOGISTICS FOOTPRINT, RATED #18 IN WORLD BY GARTNER

SERVICES AND SUPPORT

COMPREHENSIVE GLOBAL NETWORK OF SUPPORT
99.9% OF SERVICE ON SITE, 10,000+ IT SUPPORT SPECIALISTS WW



TODAY'S LENOVO ENTERPRISE GROUP

GLOBAL OPERATIONS

- Dual headquarters and research centers in Morrisville, NC and Beijing, China
- Lenovo manufacturing in U.S., Mexico, Brazil, Hungary, China
- Enterprise Briefing Centers in USA, China, Germany
- Service and Support in 160 countries and 35 languages

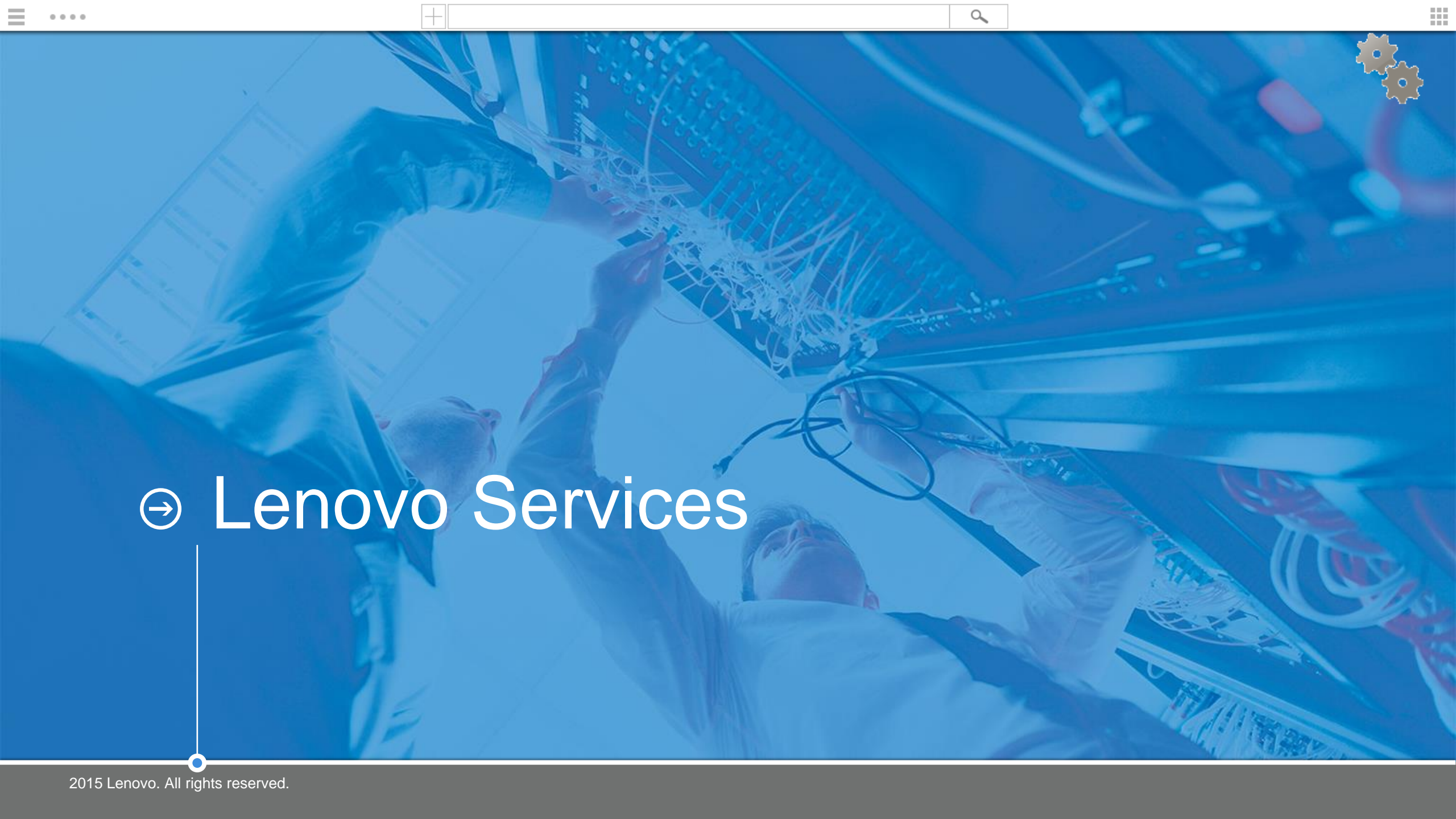
ACQUIRED IBM's x86 BUSINESS in 2014

- Global expertise and intellectual property
- Partnerships with leading innovators in industry
- OEM agreements with IBM for storage + organic storage offerings
- Service delivery agreement with IBM provides continuity & stability

AN E2E TRANSFORMATION

- Rapid integration of operations
- Optimization of supply chain
- Focus on client experience
- Seamless customer support
- Gaining efficiencies to increase market competitiveness





➞ Lenovo Services

+ Services – Key Values



RELIABLE

- Certified technicians and support personnel providing consistent global resources to solve problems
- Well-defined and executed escalation paths
- Timely access to manufacturer approved, high quality parts



FLEXIBLE

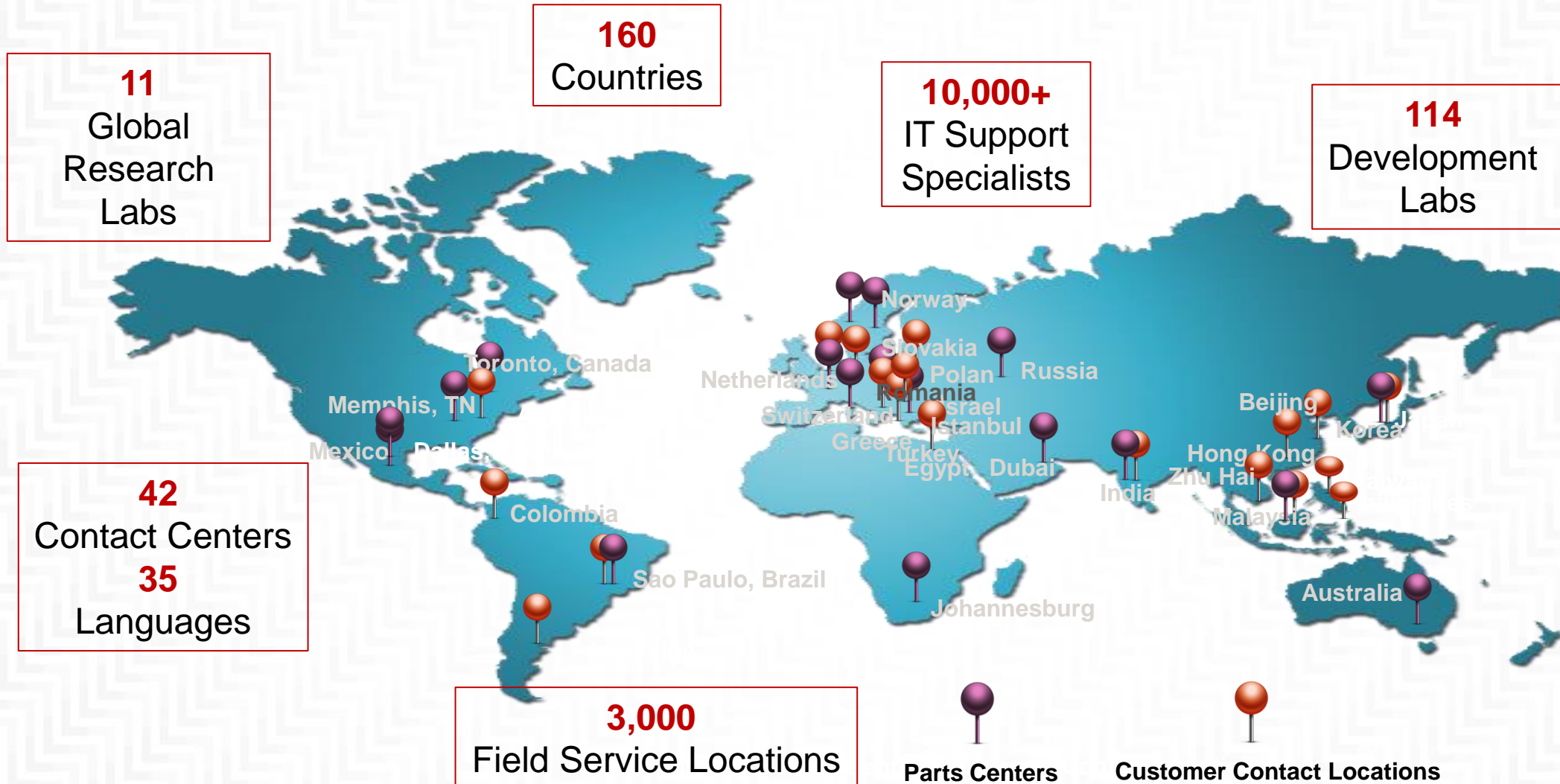
- We take care of the technology so you can focus on the business
- Quick diagnostics and resolution via contact center, web tools, remote and on-site support
- Access when, where, and how you need it



TRUSTED

- Access to deep product development expertise
- Comprehensive documentation, training and tools
- Secure data access and controlled environments

+ Comprehensive Global Network



+ Lenovo Worldwide Services Capabilities



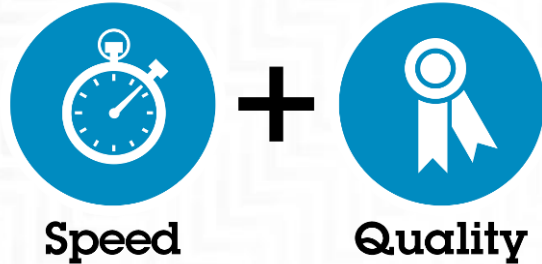
Flexible, Proven, Successful Global Service Delivery Network

Lenovo's flexible service model matches specific needs to the best available solution

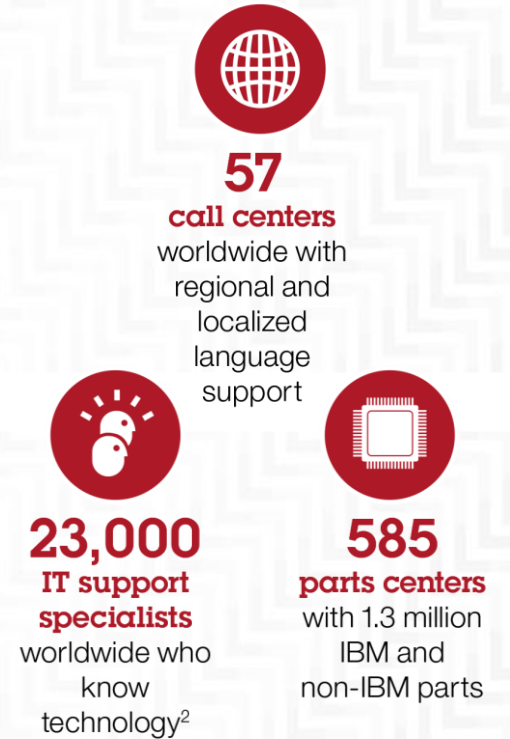
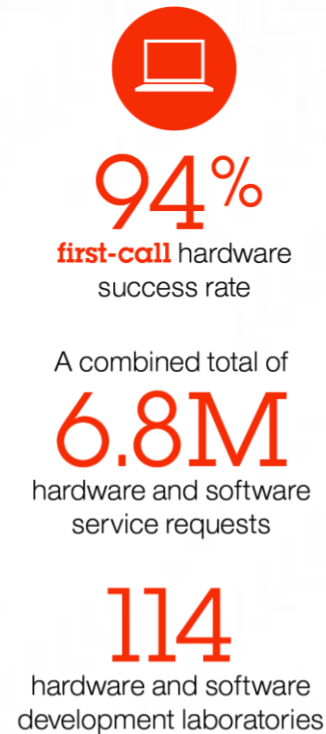
- Direct relationships with proven, strategic service partners
- Strategic support alliance with IBM servicing System X products
 - 10,000+ trained HW and SW technicians providing on-site support globally
 - 42 Level 1 and Level 2 call centers supporting more than 35 languages
 - Consistent service delivery with no material change for most x86 clients
- Long term, proven relationship with Maintech
 - 40+ years experience in IT services and maintenance; 97% retention rate of staff
 - 1,000+ deployed field technicians supporting NeXtscale products
 - Average of 14 years data center technical experience per field tech
 - Accounts with 70,000+ server units impeccably maintained on a global scale
- Ability to dedicate resources
- EBG Level 3 and PFE's now reside at Lenovo
- ~600 main parts stocking locations supporting over 160 countries

+ EBG Lenovo Technical Support & Warranty Services

- Strategic Long Term agreement with IBM for Service Delivery



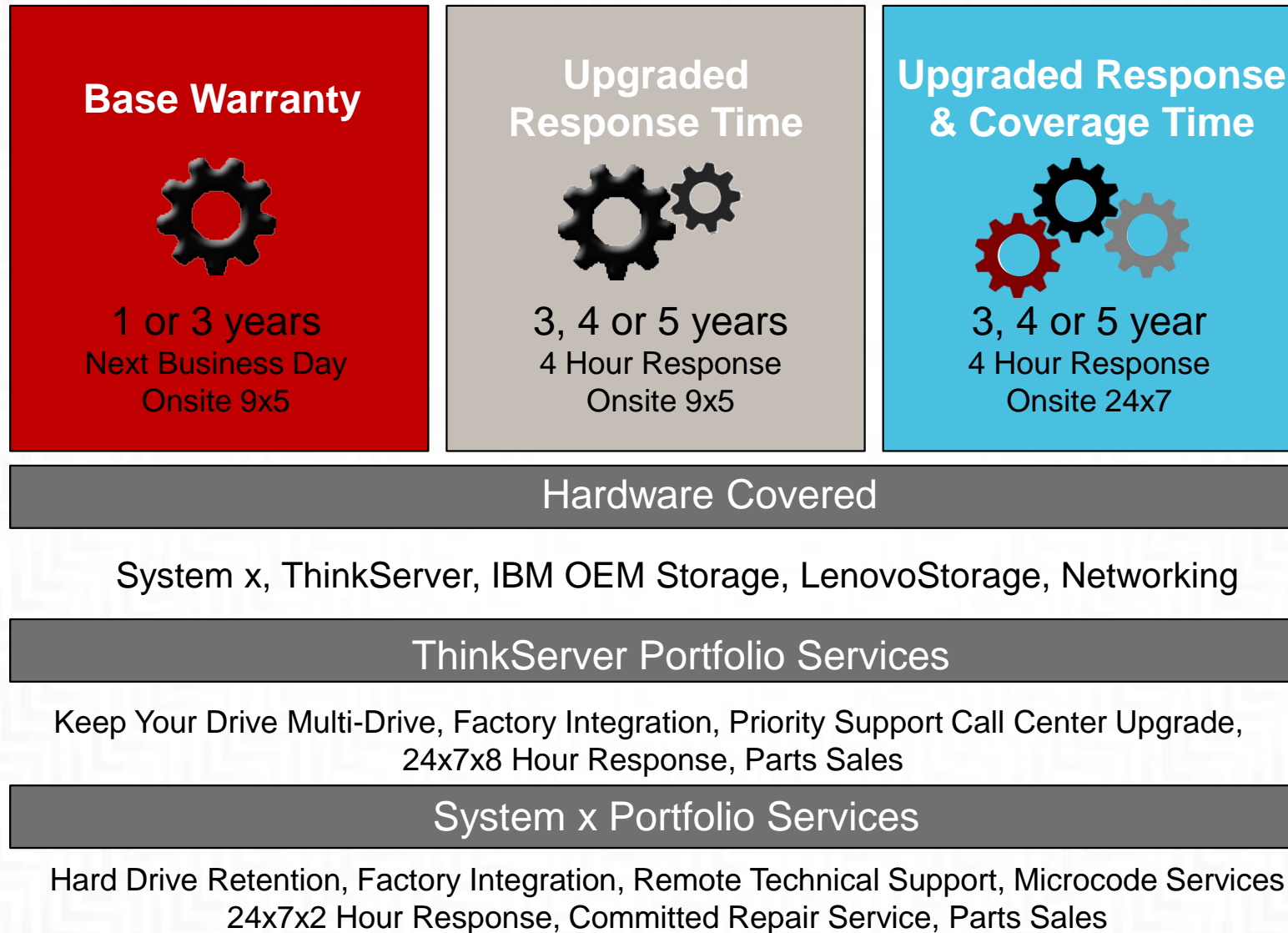
- Prevent downtime with proactive, best-in-class service
- Resolve outages faster if they do occur
- Optimize IT and productivity to enhance business results
- Protect our brand reputation and customer base
- Simplify support to save time, resources and costs



Lenovo's Service Commitment

"After the deal closes, IBM will continue to provide maintenance delivery on Lenovo's behalf for an extended period pursuant to the terms of a five-year maintenance service agreement with IBM. Customers who originated contracts with IBM should not see a change in their maintenance support for the duration of the customer's contract."

+ Enterprise Product Support & Warranty Portfolio



+ Criteria for choosing a service partner

- International / global service capabilities, incl. support in English and local language
- MVS capabilities
- SLA offerings that match Lenovo's
- Back to back agreements with the vendors for microcode and high level / development support
- Skills
- End to end service delivery
- Service management, reporting
- Flexibility in the service delivery process

+ Potential areas for a partnership

- MVS
- ASP (Authorized Service Partner) program for countries not covered by IBM
- Co-Delivery – Lenovo as subcontractor of the partner for e.g.parts, high level support (back-to-back agreement)
- Future: Cooperation in Premium and Lab Services – Service partner supports onsite delivery (GTMS, Health checks, SAP)

DAKUJEM DANK BEDANKT
MERCİ БЛАГОДАРЯ TAKK
ありがとう СПАСИБО GRAZIAS
GRAZIE DZIĘKUJĘ DANKE
OBRIGADO GRACIAS 謝謝

THANK YOU



+ Critical situations

