

LENOVO SERVICES ENGAGEMENT MANAGER (SEM)

THE LENOVO SERVICES ENGAGEMENT MANAGER
YOUR 'GO-TO, HANDS-ON' SERVICES ADVOCATE

When your business depends on Lenovo devices, you need a Service partner who will go above and beyond.



Not just responsive,
but **Proactive**.



Not just available,
but **Flexible**.



Doesn't just fix,
but **Improves**.



Not just responsible,
but **Accountable**.

That's Lenovo's Services
Engagement Management Difference.



Services

Lenovo

WHAT TO EXPECT WITH LENOVO SERVICES ENGAGEMENT MANAGEMENT

Providing an elevated level of support, Lenovo's Services Engagement Managers provides global, single point of contact ownership for your service support needs. Benefits of Services Engagement Management include:



Personal Accountability and Advocacy

A global, single point of contact committed to delivering an exceptional Lenovo services experience.



Account Ownership

SEMs are account-based and provide customer advocacy, escalation management, proactive services planning assistance, reporting, and coordination of resources between Lenovo and the organization. That means faster issue resolution.



Local Support

Based in the same region as the customer's corporate HQ, your SEM is available for on-site visits.



Blanket PC Coverage

Lenovo's SEM service covers your entire Lenovo PC install base.



Reporting & Analysis

SEMs provide regular, comprehensive reporting of key metrics, analyze the results, then proactively work within Lenovo, its solution partners and your teams to address issues and improve processes.



Proactive Services Planning

An expert Lenovo services resource and trusted advisor, a SEM can build and recommend the right set of service and support solutions – based on your organization's IT footprint. SEMs improve productivity, reduce support cycle downtime and increase employee satisfaction levels.

PAIR SERVICES ENGAGEMENT MANAGEMENT WITH PREMIER SUPPORT FOR LENOVO'S ULTIMATE SUPPORT EXPERIENCE



Lenovo Premier Support ensures your organization's most routine support tasks are handled, freeing IT staff to focus on strategic efforts that move the organization forward. Boost your end users' productivity and limit downtime with direct access to elite Lenovo engineers who deliver unscripted, advanced hardware and software support. With Premier, expect faster first-time resolutions delivered by technicians who will handle your case until resolved to your satisfaction.

Services Engagement Management complements the Lenovo Premier Support experience with personal hands-on account management for the entire PC fleet. Your organization may qualify for discount pricing on Services Engagement Management when added to a Premier Support entitlement¹

LEARN MORE ABOUT SERVICES ENGAGEMENT MANAGEMENT FOR YOUR ORGANIZATION'S IT SUPPORT FUNCTION. SPEAK WITH YOUR LENOVO SALES REPRESENTATIVE.

WWServices - SEMFly - 070119 - RL/PS

¹ Requires a minimum amount of Premier Support seats to qualify. Typical discounting begins at 1,000 Premier seats.

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