



# Lenovo Professional Services Tokens Menu



# Table of Contents

The Lenovo **Professional Services Tokens Menu** has been designed to give you an overview of the service offerings available to utilize pre-purchased Service Tokens. An indicative token cost has been provided for each service. Please contact your Service Tokens Project Manager to determine specific tokens cost for the service you require and to schedule services.

## **1.0 Business Led Workshops**

1. Cloud Workshop
2. Data & Analytics Workshop
3. VDI Workshop
4. HPC Workshop

## **2.0 IT Infrastructure Consulting Services**

## **3.0 Technology Accelerations**

1. ThinkSystem DM Storage File Migration
2. XClarity Jumpstart Services (Remote)
3. Hybrid Cloud Azure VM Migration

## **4.0 Infrastructure Deployment Solutions**

1. ThinkAgile HX
2. ThinkAgile VX
3. ThinkAgile MX
4. ThinkAgile SXM
5. SAP HANA
6. ThinkSystem DE
7. ThinkSystem DM
8. Hardware Installation Services

## **5.0 Preventive Services**

1. ThinkAgile HX Health Check
2. ThinkAgile VX Health Check
3. ThinkAgile MX Health Check
4. ThinkAgile SXM Health Check
5. SAP HANA Health Check
6. ThinkSystem DE Health Check
7. ThinkSystem DM Health Check
8. Data Center Health Check
9. HPC Health Check
10. Network Health Check
11. Storage Health Check

# Business Led Workshops

Your business is unique, and so are your server, networking, and storage needs. An assessment workshop offers a complete discovery of your business challenges, priorities, and limiting constraints to develop a tailored strategy. We'll:

- Evaluate your areas for IT infrastructure improvements using the latest in trends and best practices.
- Plan the best system for your needs with a forward-looking strategy and project outline.

**The actual number of tokens required will be determined for each engagement. Contact your Lenovo representative to confirm cost of services in each available country.**

Service activity	Service description
<b>Cloud Workshop</b>	The goals of the Cloud Readiness Workshop are to evaluate your organization's level of cloud readiness across four dimensions, i.e. business alignment, organisation, infrastructure, and applications – and associated attributes; identify gaps in your current state and desired state with respect to cloud readiness, provide recommendations and best practices to close these gaps and prepare you to move application workloads to the cloud; develop a high-level, phased plan for migrating applicable workloads from the enterprise to the hybrid cloud; and develop a high-level, 12–24-month cloud roadmap to close any cloud readiness gaps and plan for the migration of initial workloads.
<b>Data &amp; Analytics Workshop</b>	Half-day workshop with a Data & Analytics SME, hosted by a Lenovo Principal Consultant. Discuss customer's data & analytics goals, review existing environment, and layout one to three potential paths forward to achieve the stated goal. Deliverables include a post-workshop executive summary that documents customer's goal, potential paths forward, and next step recommendations.
<b>VDI Workshop</b>	VDI Workshop is a white-boarding session led by Lenovo Principal Consultants to help you and your engineering teams arrive at a more clarified state on your journey of achieving desktop virtualization. More details on this service can be found in this <a href="#">brochure</a> .
<b>HPC Workshop</b>	Discuss how to improve your current cluster or in-depth discussions surrounding your upcoming cluster or data center with an HPC Professional Services expert. We will guide you to obtain optimal system performance to scale with your current and future organization needs and meet all your objectives, incorporating industry best practices standards.

# IT Infrastructure Consulting Services

Service activity	Service description
<b>IT Infrastructure Consulting Services</b>	<p>This option allows you to customize the service to suit your specific project requirements. Lenovo experts will work with you to understand the project requirements, scope the work and provide a token cost for the pre-scoped deliverables. You will be able to purchase additional tokens as required to complete additional tasks.</p> <p>The actual number of tokens required will be determined based on your project specifics.</p>



# Technology Accelerations

These distinct services are targeted at driving Technology Accelerations within your data center environment.

Service activity	Service description
<b>ThinkSystem DM Storage File Migration</b>	Lenovo DM Storage File Migration experts will coordinate with your team to plan and safely execute your data migration to your new DM Storage platform. You can find more information in this <a href="#">brochure</a> .
<b>XClarity Jumpstart Services (Remote)</b>	<p>With XClarity Jumpstart Services, IT resources are managed and enhanced through a centralized resource management solution, releasing IT staff from repetitive, low-value tasks. You can find more information <a href="#">here</a>.</p> <hr/> <p><b>Workshop</b>                      Lenovo XClarity Workshop is a white-boarding session with Lenovo XClarity subject matter experts and Lenovo Delivery Consultants.</p> <p>The goal of the workshop is to help you quickly adopt the XClarity technology in your environment and to provide guidelines for next steps.</p> <hr/> <p><b>Assessment</b>                      Assess current level of adoption and provide recommendations based on benchmarks.</p> <hr/> <p><b>Deployment and Knowledge Transfer</b>                      Install, update, or configure XClarity System Management and get your IT staff trained on the use of XClarity System Management.</p>
<b>Hybrid Cloud Azure VM Migration</b>	With Azure VM Migration, businesses are enabled to transform their infrastructure and enjoy the benefits of the cloud with Microsoft Azure. From planning all the way to migration, deployment, security, and best practices for maintenance and optimization, the IT infrastructure and resources are adapted to your business needs. You can find more information <a href="#">here</a> .

# Infrastructure Deployment Solutions

Our Professional Services engineers will help you implement a concise best-practice deployment methodology to install and configure administrative and user features, conduct the knowledge transfer, and more. Comprehensive deployments include everything from configuration and integration to validation, training, and post-installation documentation.

Service activity	Service description
<b>ThinkAgile HX</b>	Designed for easy deployment and manageability, Lenovo ThinkAgile HX combines Nutanix software with Lenovo's #1 reliable, high performing platforms. For more information on the deployment services, check out this <a href="#">brochure</a> .
<b>ThinkAgile VX</b>	Lenovo ThinkAgile VX is a VMware vSAN-based hyperconverged solution that allows you to focus on your business rather than your IT infrastructure. For more information on the deployment services, check out this <a href="#">brochure</a> .
<b>ThinkAgile MX</b>	ThinkAgile MX Appliances and Certified Nodes enables you to modernize your on-premises infrastructure easily with pre-tested, pre-configured, and easily orderable configurations, and with seamless integration with Azure services. For more information on the deployment services, check out this <a href="#">brochure</a> .
<b>ThinkAgile SXM</b>	Lenovo SXM Series Deployment Services allows you to benefit from the initial configuration of the system (hardware and software) and solution and ensures it is up and running prior to closing the engagement. For more information on the deployment services, check out this <a href="#">brochure</a> .
<b>SAP HANA</b>	Rely on our experts to help enable your intelligent transformation with SAP® solutions, services, and applications.  The actual number of tokens required will be determined for each engagement.
<b>ThinkSystem DE</b>	All-flash and hybrid-flash arrays deliver the perfect combination of performance and economics to handle your most important data. ThinkSystem Deployment Services are tailored to operationalize your DE machine by leveraging Lenovo's expertise to optimize its performance while executing even the most complex integrations.

# Infrastructure Deployment Solutions

Service activity	Service description
<b>ThinkSystem DM</b>	Accelerate your business while increasing operational efficiency. Leverage our Lenovo technology experts to optimize configurations, provide proven processes and procedures while aligning them to the industry standards and share knowledge with your IT staff.
<b>Hardware Installation Services</b>	<p>For your enterprise to thrive, your time-to-productivity must meet the rate that technology is evolving businesses to operate, deliver, and grow. Our experts can help:</p> <ul style="list-style-type: none"><li>•Keep your IT focused on higher priorities. We'll seamlessly manage the physical installation of your server, storage or networking hardware.</li><li>•Optimize your time. Our pre-installation checklists ensure things go smoothly, stay on budget, and help us handle everything end-to-end.</li></ul> <p>The actual number of tokens required will be determined for each engagement. Find out more in this <a href="#">brochure</a>.</p>

# Preventive Services

Lenovo Health Check services help maintain optimal performance and efficiency in your data center. Experienced Lenovo consultants will perform a thorough assessment of your status.

Service activity	Service description
<b>ThinkAgile HX Health Check</b>	Optimize your HX series cluster infrastructure to achieve peak performance. Lenovo experts will assess the resilience of your current HX cluster, identify gaps and recommend mitigation techniques to maximize the effectiveness of your solution.
<b>ThinkAgile VX Health Check</b>	Your enterprise will benefit from our depth of experience in optimizing system performance, efficiency, and uptime while enabling you to free your IT resources to focus on value-added tasks that advance business outcomes.  Detailed information on this service can be found in this <a href="#">brochure</a> .
<b>ThinkAgile MX Health Check</b>	Keeping your infrastructure up to date is not an option – it is vital to the overall health of your organization. Regular MX Health Checks prevent potential downtime, missing critical updates, loss in user productivity and potential exposure to security risks.
<b>ThinkAgile SXM Health Check</b>	Health Checks can often help address issues before they become severe, decreasing downtime and simplifying maintenance.  Detailed information on this service can be found in this <a href="#">brochure</a> .
<b>SAP HANA Health Check</b>	Optimize your data center performance with Lenovo Health Check Services for SAP HANA or SAP BWA (Business Warehouse Accelerator). Your enterprise will benefit from our depth of experience in optimizing system performance, efficiency, and uptime while enabling you to free your IT resources to focus on value-added tasks that advance business outcomes.  Find out more details in this <a href="#">brochure</a> .
<b>ThinkSystem DE Health Check</b>	All-flash and hybrid-flash arrays deliver the perfect combination of performance and economics to handle your most important data.
<b>ThinkSystem DM Health Check</b>	Regular Health Checks and Performance Tuning are essential to ensuring the highest levels of reliability and performance of your Lenovo DM Series Storage system. Our DM Series Storage Consultants will go through a detailed checklist and review process to ensure your storage is functioning properly and performing at its peak.



# Preventive Services

Service activity	Service description
<b>Data Center Health Check</b>	Lenovo Data Center Health Check Services can simplify the update process to help ensure high system availability and optimal performance for your data center. More detailed information on this service can be found <a href="#">here</a> .  The actual number of tokens required will be determined for each engagement.
<b>HPC Health Check</b>	HPC Health Check is a white-boarding session led by Lenovo Principal Consultants to help you and your engineering teams arrive at a more clarified state on your journey of achieving desktop virtualization.  The actual number of tokens required will be determined for each engagement.

## Notes

1. Service tokens cost estimates are based on delivery during standard business hours. Additional tokens may be required to cover services out of standard business hours including holidays, evenings, and weekends.
2. Pre-delivery planning is required for all service offerings in the menu.
3. Tokens required for each service will vary based on the number and type of product related to the services.
4. Service Tokens are valid for a period of 12 months from the date of purchase and must be scheduled for use within such time period.
5. The value of any Service Tokens not utilized within 12 months cannot be refunded or used against any future services.
6. Lenovo products must have valid warranty or support entitlement with Lenovo when Service Tokens are utilized.
7. The Tokens required for each service will be confirmed prior to service commencement.
- 8. Contact your Lenovo representative to confirm cost of services in each available country (see point 12).**
9. Service Tokens are available to purchase in bundles of 10, 100 and 500.
10. Additional cost will apply for services across multiple locations.
11. The information contained herein is subject to change without notice.
12. Service levels are available only in the following countries: United Kingdom, Belgium, Netherlands, Luxemburg, Australia, New Zealand, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam, Hong Kong, Korea, Taiwan, India, Mexico, United States of America and Canada. Some limitations apply for ThinkAgile onsite deployments in Vietnam.

This document "Service Token Menu" references services relating to the Professional Services Service Tokens offering described in the [ISG Service Agreement](#) (Previously Data Centre Services Agreement) in the event of any conflict or discrepancy between the English version and other language translation of the agreement, the English version shall prevail.

# Lenovo Professional Services Tokens Menu

For more information, contact us at:

[Asia Pacific](#)

[Europe](#)

[Middle East and Africa](#)

[Latin America](#)

[North America](#)

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