

ISG Business Partner Resources and Tools

Eugene Grandberry – Lenovo Channel Technical Strategist

Win More Deals – ISG Executive Briefing Center

lenovo.com/visitus (Public) Let the EBC team help you drive more customer revenue

- **Briefings win business**
 - ~80% win rate
 - NPS scores increase 50+ points
- **Customized briefings**
 - Customer session to match their requirements
 - Internal session to motivate your sales team
- **Virtual briefings**
 - Develop new leads by sponsoring your own
 - Close business with a custom virtual briefing



“The team was bug-eyed at the end ... we didn’t know you could do all this. Lenovo has the best EBC of any OEM.” – Internal Partner Session

“Absolutely the best briefing engagement in 24 years! Seriously.” – Customized briefing

“This is the best XClarity demo I have seen ... for them to agree for Proof of Concept is a big step forward.” – Virtual Briefing

#1 Source for ISG Technical Information

lenovopress.com (Public)

- Product Guides
 - Every Server, Storage and Infrastructure offering
 - As well as most Options
- Planning & Implementation Guides
 - Memory, CPU, NVMe, XClarity, etc...
- Reference Architectures
 - Learn from Lenovo Solutions Team “recipes”
- Reference Guides
 - Operating System Interop Guide (OSIG)
 - Use Cases
- Technical videos
 - Lengths range from 3 to 20 minutes
- Benchmark results
 - Get the details on Lenovo’s industry leading position

Lenovo

LENOVO PRESS

NEW SEARCH

SERVICES STORAGE NETWORKING SOLUTIONS & SOFTWARE MORE...

Lenovo ThinkSystem SR630

The Perfect Balance
Performance, memory, and flexibility for SMB and enterprise workloads.

Recently Published Resources

Resource Type: Select Resource Type

Search Term: [Input Field]

Sort By: Relevance

767 Matching Documents

Include Withdrawn Products (+605 documents)

Clear Filters

1. [Lenovo Data Center: Making a Difference in the World](#) Video, published 30 Apr 2018
2. [Lenovo ThinkSystem SR630 Server](#) Product Guide, last updated 30 Apr 2018

Lenovo Press Newsletter

lenovopress.com/newsletter – Weekly alerts to stay informed of important updates

Lenovo Lenovo Press

Happy Monday! Here are the documents that have been added or updated on the [Lenovo Press web site](#) in the past week. We've grouped them by document type.

Have comments? If you have any feedback, we'd love to hear it! Email us at comments@lenovopress.com. Did you receive this newsletter from a colleague? Subscribe on our [Newsletter signup page](#).

Want more? Follow the Lenovo data center team on social media channels: [Facebook](#), [Twitter](#), [YouTube](#), [LinkedIn](#), and the [Lenovo Xperience](#) Data Center Newsroom.



Activity for the week of September 20 - September 27

In this week's newsletter:

- [New Planning / Implementation Documents](#)
- [New Product Guides](#)
- [Updates to Reference Information](#)
- [Updates to Product Guides](#)

New Planning / Implementation Documents

Analyzing the Performance of Intel Optane Persistent Memory 200 Series in Memory Mode with Lenovo ThinkSystem Servers
New
[View Online](#)
[Download PDF](#)

Microsoft Azure SQL Edge with Lenovo ThinkSystem SE350 Solution Guide
New
[View Online](#)
[Download PDF](#)

New Product Guides

New Product Guides

Lenovo ThinkServer SR590 V2 Server (7D53CTO2WW)
New
[View Online](#)
[Download PDF](#)

Updates to Reference Information

ThinkSystem and ThinkAgile GPU Summary
Updated: 24 Sep 2021
[View Online](#)
[Download PDF](#)

Lenovo Server Operating System Interoperability Guide
Updated: 24 Sep 2021
[View Online](#)

Updates to Product Guides

Lenovo ThinkSystem DE4000H Hybrid Storage Array
Updated: 23 Sep 2021
[View Online](#)
[Download PDF](#)

Lenovo ThinkSystem DM5000H Unified Hybrid Storage Array
Updated: 23 Sep 2021
[View Online](#)
[Download PDF](#)

Lenovo Scalable Infrastructure (LeSI) Solutions
Updated: 22 Sep 2021
[View Online](#)
[Download PDF](#)

Lenovo ThinkSystem SR650 V2 Server
Updated: 22 Sep 2021
[View Online](#)
[Download PDF](#)

ThinkSystem 5200 Mainstream SATA 6Gb SSDs
Updated: 20 Sep 2021
[View Online](#)
[Download PDF](#)

[Manage subscriptions or unsubscribe](#)



Data Center Product Tours

<https://lenovopress.lenovo.com/3dtours/> (Public)

3D Product Catalog: Data Center Products

ThinkSystem



Server



Storage



Integrated Switches



Infrastructure



ThinkAgile



Hyperconverged



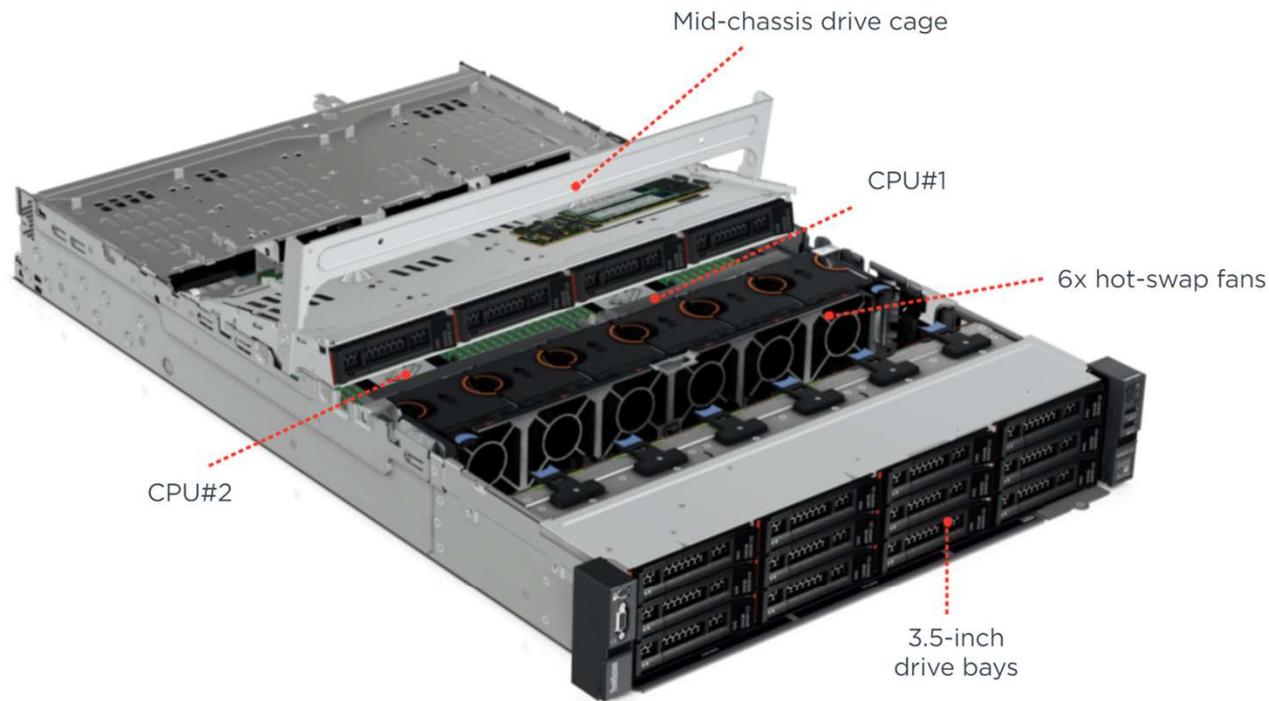
Cloud Solutions



3.5-inch Drive Configuration-Interior View

The unique design of this server accommodates a mid-chassis drive cage for up to 4x 3.5-inch, hot-swap drives.

- Play All ▶
- Overview
- Storage-Rich Configuration
- 3.5-inch Drive Configuration**
- Front View
- Interior View**
- Rear View
- GPU-Rich Configuration
- Diagnostic Displays
- CPUs
- Management
- Services



Operating System Interoperability Guide (OSIG)

lenovopress.com/osig (Public)

Includes following servers:

- ThinkSystem
- System x
- ThinkServer
- NeXtScale
- Flex System
- BladeCenter

[Learn More](#) about OSIG capabilities by watching a video or checking out the article

OS Interoperability Guide

The Lenovo Server Operating System Interoperability Guide (OSIG) is a comprehensive source of information about operating system compatibility with Lenovo servers. It includes servers in the ThinkSystem, ThinkAgile, System x, ThinkServer, NeXtScale, Flex System and BladeCenter product families and covers servers that are currently supported by Lenovo under warranty.

Learn about the OSIG web interface: view the [introductory video](#) and [read the article](#).

To begin: Enter a search term or select entries from the pull-down menus.

Last updated: 28 Aug 2021

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The screenshot shows the OS Interoperability Guide web interface. At the top, there are search filters: 'ThinkSystem' (selected), 'SR650 (7X05/7X06, SP Gen 2)', 'Select Form Factors', and 'Select Availability'. Below these is a search bar with the text 'Search OSIG (see Help for examples)'. A dropdown menu is open, showing options: 'Microsoft Windows Server', 'Red Hat Enterprise Linux', 'SUSE Linux Enterprise Server', 'VMware ESXi', 'CentOS', and 'Citrix Hypervisor'. To the right, there are buttons for 'Export' and 'Reset', and a 'Select OS Versions' dropdown. Below the filters is a table with 58 matching records. The table has columns for 'Server Family', 'Form Factor', 'Server', 'Server Availability', 'OS', and 'Support Statement'. The first few rows are:

Server Family	Form Factor	Server	Server Availability	OS	Support Statement
ThinkSystem	Rack 2U 2S	SR650 (7X05/7X06, SP Gen 2)	Available		Vendor Certified
ThinkSystem	Rack 2U 2S	SR650 (7X05/7X06, SP Gen 2)	Available	Hypervisor 8.1	Vendor Certified
ThinkSystem	Rack 2U 2S	SR650 (7X05/7X06, SP Gen 2)	Available	Hypervisor 8.2	Vendor Certified
ThinkSystem	Rack 2U 2S	SR650 (7X05/7X06, SP Gen 2)	Available	Oracle Linux 6.10	Vendor Certified
ThinkSystem	Rack 2U 2S	SR650 (7X05/7X06, SP Gen 2)	Available	Oracle Linux 7.6	Vendor Certified

Lenovo 360 Solutions Hub

<https://www.lenovopartnerhub.com/> Discover, configure and position Lenovo solutions (Private)

Lenovo Home Sales Products & Services **Solutions** Programs Training Help

Lenovo 360 Solutions Hub
Discover, configure and position Lenovo solutions

Solutions from Lenovo
Understand how Lenovo's solutions can help in different customer segments and verticals

ISG Alliances
Learn about Lenovo solutions provided with a collaboration of proven industry partners

LENOVO SOLUTIONS View all

Focus on delivering outcomes
Maximize your revenue, efficiency and customer value with Lenovo 360 Solutions Hub

Solution Hub Dashboard Solution Marketplace All Solution Content Page

My Progress
As of: 2024-05-12

Total Client Records 1

Proposal Status

Created 0 Sent 0

Viewed 0 Downloaded 0

Quick Actions

- Proposals Archive
- Upload Documents
- Find Customer Search

Guided Search Search Solutions

Digital Workplace Solutions View solutions
Solutions that transform the workplace for a better employee experience.

Hybrid Cloud / Infrastructure Solutions View solutions
Powerful infrastructure solutions that deliver hybrid cloud and logic IT.

Edge / AI Solutions View solutions
Extract valuable business insights, creating truly connected customer and employee experiences.

TruScale Solutions View solutions
Powerful, flexible solutions delivered with the simplicity of a scalable consumption model.

Sustainability Solutions View solutions
Meet environmental goals faster with solutions that can be implemented today.

Trending Solutions New Solutions My Solutions

AI Retail With Omniclient
Companion solution uses client, social and smart analytics to meet key challenges faced by retail organizations. It provides integrations...

AI Cognitive Services For Manufacturing With BYTELAKE
The Service AI Cognitive Services for Manufacturing with BYTELAKE solution provides accelerated visual inspection capabilities for...

Hybrid Cloud Solutions With VMware
Guide multi-manual and enterprise clients on a three-phase journey to creating a fully functional Hybrid Cloud Stack on VMware Cloud...

AI Computer Vision With Signatix
Offer retailers a flexible, extensible solution to enhance security of infrastructure with state-of-the-art computer vision capabilities. The Heli...

Vision Analytics With Viana HeliCKX
For all kinds of business looking to accelerate transformation through vision analytics, Viana by HeliCKX provides ready-to-use AI models...

Lenovo Solutions

- Digital Workplace
- Hybrid Cloud/ Infrastructure
- Edge/AI
- TruScale
- Sustainability

Lenovo Bid Platform

<https://www.lenovopartnerhub.com/> Deal Registrations


LENOVO BID PLATFORM


DCSD
DCG

- [Create New Bid Request](#)
- [My Bid Requests](#)
- [Create Deal Registration](#)
- [My Deal Registration](#)
- [My Discount Codes](#)
- [User Guide](#)
- [Login PAQ](#)
- [Disclaimer](#)

My Deal Registration

End Customer Name

Deal Registration Status

Created By

Reseller Name

Deal Registration Name

Deal Extension Status

Approved Date From

Bid Request ID

Deal Registration Number

Request Type

Approved Date To

Customer Reference

Show Multiple Account With The Same Deal Reg Number

[Search](#) [Export](#)

Action	Deal Registration Number	Deal Registration Name	Customer Reference	Deal Registration Status	Created By	End Customer	Bid Request ID	Requested Date	Approved Date	Expiry Date	Deal Reg Parent	Has Deal Protection	Domestic DUNS	Reseller Name	Distributor Name
Action	DRDND00000068	Test for Hari and Darius		Expired	Darius Telfaire	LENOVO INTERNAL USE ONLY		11-Jan-2021	19-Jan-2021	18-Apr-2021		No		Dummy BP Account - US T1_R Silver	Channel Sales Reps - Dummy Account - T1D US
Action	DRDN200001384	Test only		Expired	Peter Faulkner	Green Thumb Inc		30-May-2020	30-May-2020	26-Nov-2020		No		Dummy BP Account - US T2_R Gold	Dummy Distributor for Test Only
Action	DRDN200001383	For test only		Rejected	Peter Faulkner	Green Thumb Inc		30-May-2020	29-Jun-2020			No		Dummy BP Account - US T2_R Gold	Dummy Distributor for Test Only



Lenovo Bid Platform

<https://www.lenovopartnerhub.com/> Bid Request

Lenovo LENOVO BID PLATFORM

PCSD DCG

[Create New Bid Request](#)
[My Bid Requests](#)
[Create Deal Registration](#)
[My Deal Registration](#)
[My Discount Codes](#)
[User Guide](#)
[Login PAQ](#)

Hide Navigator

Bid Request Information

Bid Request Name

Pricing Grid

Country Of Bid Request

Customer Reference

End Customer Information

Name & Address Search

End Customer Name*

Street

City

Postal Or Zip Code

State/Province/County

ID Search

ID

Duns

or

Disclaimer
Prices are estimated buy prices and are for guidance purposes only and do not include local value added tax. If you are reseller buying from distribution your distributor sets their own prices which are likely to differ from those mentioned here. Contact your distributor to check prices and availability and for their terms and conditions.

The web browser supported for optimal performance of this tool is Chrome. Other browsers may cause unforeseen problems that are not tested or support by Lenovo



NOTE: Prices are estimated buy prices and are for guidance purposes only and do not include local value added tax. If you are reseller buying from distribution your distributor sets their own prices which are likely to differ from those mentioned here. Contact your distributor to check prices and availability and for their terms and conditions.

Lenovo Expert Achievers Program - LEAP

<https://www.lenovopartnerhub.com/>

LEAP is an award-winning Channel Loyalty Program

Designed to drive Lenovo Business Partners to promote, sell and support eligible Lenovo ISG and IDG products.

HI JULIA,
welcome to LEAP

Points Balance
11,400

Pending Points
0

Business Partner Firm: 2123985686

YOUR LEAP PERFORMANCE

0	\$ 19	9,900	5,380
Claimed sales	Sales revenue	Total points earned	Waiting to be claimed >

LEAP POINTS

Claim a sale > Take a course > Redeem your points >

LEAP BENEFITS

Apply for your Lenovo Mastercard today to start spending your rewards!
Complete the application in just three easy steps

PROMOTIONS >

LEAP: Become a LEAP Expert. Complete the tasks and earn up to 120 points.

LEAP: TELL US ABOUT YOUR LENOVOS INFRASTRUCTURE SOLUTIONS CUSTOMER SUCCESS STORIES! Earn 1000 points!

Lenovo

Home Sales Products & Services Solutions Marketing **Programs**

Lenovo 360 Engage
Learn more about your benefits in Lenovo 360 Engage

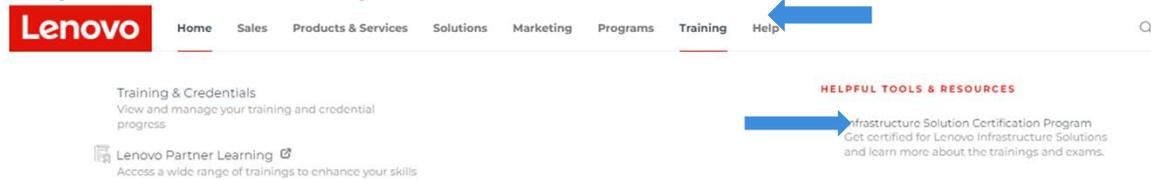
Lenovo 360 Engage Dashboard
Track your progress on Accreditation qualification

Lenovo Expert Achievers Program (LEAP)

Learn, earn and profit with Lenovo's loyalty program

Lenovo ISG Certification Program

<https://www.lenovopartnerhub.com>



Get Lenovo Certified

Certifications provide independent validation of your skills that can contribute toward career growth and professional advancement. It also provides a level of trust and assurance in your ability to successfully support your customers.

- Lenovo Certified Data Center Sales Professional (LENU-122C)
- Lenovo Certified Storage Sales Professional (LENU-120C)
- Lenovo Certified Cloud Sales Professional (LENU-121C)
- Lenovo Certified Data Center Technical Sales Professional (LENU-322C)
- Lenovo Certified Client Virtualization Technical Sales Professional (LENP-330)
- Lenovo Certified Data and Analytics Technical Sales Professional (LENP-331)
- Lenovo Certified Cloud Technical Sales Professional (LENP-332)

Lenovo 360 Partner Hub

<https://www.lenovopartnerhub.com/> ISG Tools and Resources
Products & Services > Additional Tools

Lenovo **Lenovo 360 Partner Hub**

Home **Products & Services** Lenovo 360 Sales Solutions Marketing Programs Training Help

Home > Additional Tools And Resources

Additional Tools and Resources

Explore by Category

Products & Services Sales Marketing Programs Training

Lenovo Catalog Center Find Lenovo product pricing and manage contracted pricing.	Lenovo Open Platform APIs to enable easy integration of business-critical Lenovo data and services into your own IT system.	Data Center Solution Configurator Start with a preconfigured model or configure-to-order with guided and expert building paths.
Lenovo Storage Sizing Tool Based on performance and workload requirements, find the right Think System DM, DG or DE series or design a system manually and get estimated capacity.	Infrastructure Solutions Compete Tool Learn how to position Lenovo infrastructure solutions against the top global competition.	Lenovo Services for Channel Partners Find flexible and scalable Lenovo services to complement your own service offerings.
Global ThinkSelect Configurator Choose your market and select one or more ISV to find the best desktop and workstation solutions available.	Infrastructure Solutions Presales Support via LETS Find presales support for Lenovo solutions such as ThinkAgile, High Performance Computing, SAP Software Defined Datacenter, VMware vSAN & Nutanix.	XClarity One Accelerate AI-enhanced systems management with XClarity One.



Lenovo Expert Technical Support

<https://www.lenovopartnerhub.com> **Lenovo** Home Sales Products & Services Solutions Marketing Programs & Training **Help**

Help Home
Find helpful guides, FAQs and contact information.

Frequently Asked Questions
Find answers to some popular questions about the Partner Hub.

Defective On Arrival Return Request [?](#)
Create and manage DOA requests.

LETS - ISG Presales [?](#)
Get help from Lenovo experts for your ISG pre-sales inquiries

• Solution Expertise

- LETS specialists will help you size, understand & sell Software Defined solutions like Nutanix, ThinkAgile MX, ThinkAgile VX, VMware vSAN & ThinkAgile SXM, as well as Servers, and Storage.

• Technical Validation

- Ask LETS your complex technical questions, engage with us to help design & configure Infrastructure Solutions Group server & storage solutions as well as offer advice on config tools.

• Attach Consultation

- LETS will advise on attaching Services, Software, xClarity & networking to your sales opportunities and ensure you have the right options to compete.

2. Request Details

What would you like help with?

Request Summary [?](#)

Please include keywords, technologies or products

Request Details [?](#) (0 / 5000)

Now provide more details about your request

Topics and subtopics (add multiple) [?](#)

<input type="checkbox"/> AI & HPC	<input type="checkbox"/> Networking
<input type="checkbox"/> Options & Services	<input type="checkbox"/> SAP
<input type="checkbox"/> Servers	<input type="checkbox"/> Solutions
<input type="checkbox"/> Storage	<input type="checkbox"/> Systems Management

Priority [?](#)

Language [?](#)

Upload Files [?](#) (Optional)

Is this request related to a Global Account Customer? [?](#)

You can create the following request types:

Selected the wrong geo?



ISG Compete Tool

www.lenovopartnerhub.com

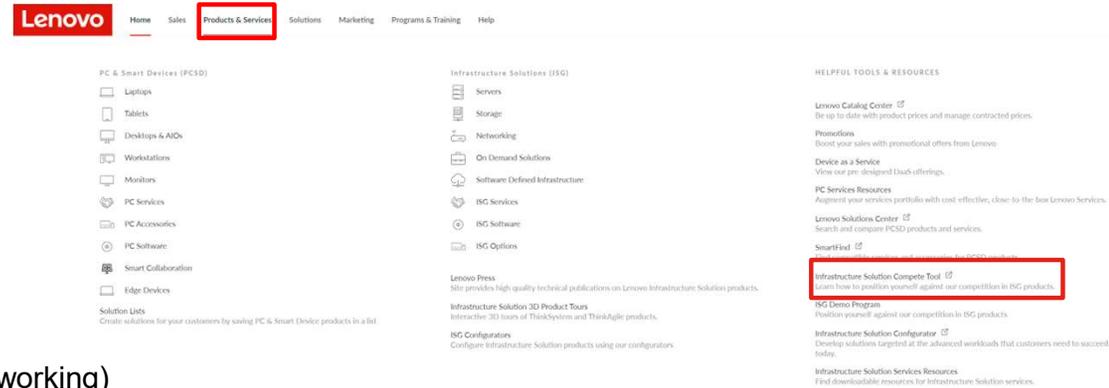
<https://lenovopress.com/compete>

- Access via Lenovo Partner Hub

- Sign into Lenovo Partner Hub and access via:
“Products & Services → Infrastructure Solutions Compete Tool”

- Tool Features: (Servers, Hyperconverged, Storage, Networking)

- Critical Top Specifications and Positioning
- Strengths and Weaknesses
- Competitor Strategy
- Selling Against (Cisco, Dell/EMC, HPE, NetApp)



If you have questions or concerns, please contact DCGcompete@Lenovo.com



Data Center Solution Configurator (DCSC)

dcsc.lenovo.com (Public) – Lenovo's Strategic Configuration Tool



Data Center Solution Configurator

General Purpose Find a rep Tools Settings Resources / English / USD

Servers Storage Networking ON DEMAND Solutions Software Defined Infrastructure Deployment Ready Solutions Software Services

Q Part Search



Start a Configuration

Choose how you'd like to get started building a Configuration.

Start with a Preconfigured Model	Start with a Configure to Order	Pick-up where you left off Import a Configuration	Pick-up where you left off Retrieve from Config ID	Download or launch a Deployment Ready Solution	Start with an advanced tool Solution Builder
-------------------------------------	------------------------------------	--	---	---	---

Not sure how to start?

Choose how you'd like to get started building a Configuration.

Start from
Catalog of Products



New Express Mode Being Rebranded As Top Choice

- Express Mode becoming major WW ISG initiative and rebranded as Top Choice Mode
- Selecting Top Choice configuration will provide **faster 2 week delivery** and **lower price**
- Good for all Segments and pricing routes (LBP-E or LBP-I)
- Focused on Higher Volume common configurations (SR630/SR650)
- **Questions?** isg4p@lenovo.com

Start a Configuration

Choose how you'd like to get started building a Configuration.

The image shows a horizontal menu with six options for starting a configuration. The 'Configure to Order' option is circled in black. Each option includes a sub-label and a dropdown arrow.

Start with a	Pick-up where you left off	Download or launch a	Start with an advanced tool		
Preconfigured Model Includes Top Choice Stock models	Configure to Order Includes Top Choice CTO products	Import a Configuration	Retrieve from Config ID	Deployment Ready Solution	Solution Builder

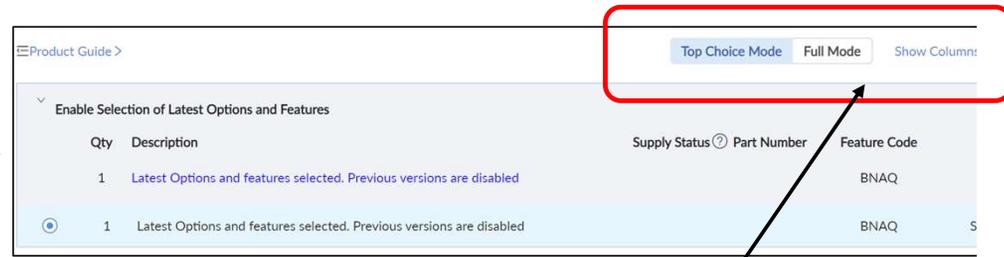
Available On

SR250 V3	SR635 V3	DE2000
SR630 V3	SR645 V3	DE4000
SR650 V3	SR655 V3	
ST650 V3	SR665 V3	

No Change In Functionality in Top Choice Mode

Find Top Choice within Configure to Order mode in the [DCSC configurator](#)

- All eligible Top Choice models (select mainstream servers & DE storage) will automatically start in Top Choice mode
- If needed, seamlessly switch to full CTO mode
- Top Choice inventory is updated 3 times a day based on real time orders/inventory
- Top Choice configs average 2 weeks from order to ship!



Start a Configuration

Choose how you'd like to get started building a Configuration.

DCSC will recognize a Top Choice model and automatically default to Top Choice Mode. If required, easily toggle to Full Mode **while keeping current selections.**



Major New Function ... Edit and Keep it As Top Choice

Data Center Solution Configurator

General Purpose | Michael White | Find a rep | Settings | Resources | Tools | English / USD

To view cost instead of list price in your config session, please go to IAD mode or review [this course](#) and request access via lescoops@lenovo.com

Servers | Storage | Networking | **ON DEMAND Solutions** | Software Defined Infrastructure | Deployment Ready Solutions | Software | Services

Start a Configuration

Choose how you'd like to get started building a Configuration:

- Start with a **Express**
- Start with a **Preconfigured Model**
- Start with a **Configure to Order**
- Import a Configuration** (highlighted)
- Pick-up where you left off **Retrieve from Config ID**
- Download or launch a **Deployment Ready Solution**

Not sure how to start?

Choose how you'd like to get started building a Configuration:

- Start from **Catalog of Products**

90% of Configs Are Forwarded, Reviewed and Changed. A SMB Top Choice Configuration Will Load and Stay in Top Choice Mode

Sub Total: \$19,746.01 | Grand Total: \$19,746.01

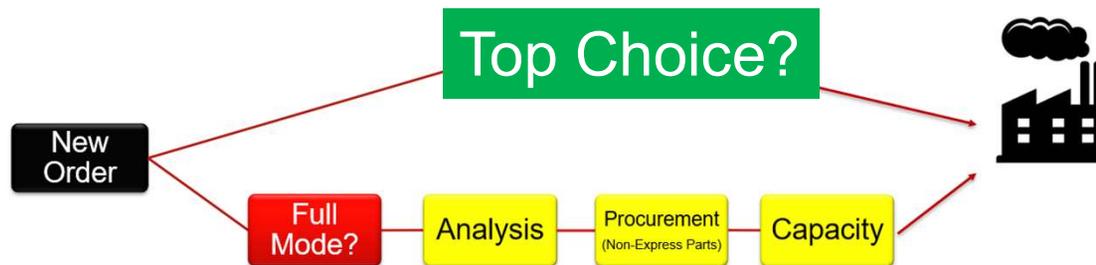
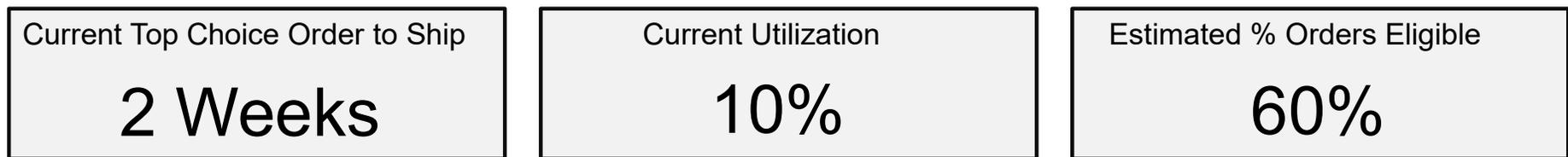
Non Rack Items

Server: ThinkSystem SR650 V2-3yr Warranty	7Z73GTO1WW	Quantity: 1	\$19,746.01
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TopChoice Mode

Why Top Choice? Best Delivery Time!

- Top Choice Orders Drop Immediately to the Factory for Delivery
- Non-Top Choice Orders Are Analyzed, Procured, Prioritized then Shipped (Average 5 weeks)
- Current Top Choice Orders are shipping in two weeks (Order to Ship)
- 10% of all orders currently use Top Choice Mode
- 60% of all orders were configurations that could have used Top Choice Mode



Top Choice Mode Focuses on The Options Ready to Sell

- Starting In Top Choice mode increases your chance your order will ship fast!
- See what (if any) tradeoffs are needed to keep your configuration as Top Choice
- Seamlessly transition from Top Choice to Regular CTO Model keeping your current choices

Lenovo Data Center Solution Configurator

Home / Servers / Rack and Tower Servers / ThinkSystem SR650 V2 / 7Z73CTO1WW

Customize Page

Processors

Qty	Description	Supply Status	Part Number	Feature Code	Price
1	Intel Xeon Gold 6336Y 24C 185W 2.4GHz Processor	On Sale		BB35	\$8,479.00
	Intel Xeon Gold 6338T 24C 165W 2.1GHz Processor	On Sale		BB33	\$11,879.00
	Intel Xeon Silver 4314 16C 135W 2.4GHz Processor	On Sale		BB2Z	\$2,929.00
	Intel Xeon Platinum 8360Y 36C 250W 2.4GHz Processor	On Sale		BB2P	\$18,499.00

Top Choice Mode Shows Readily Available Parts Only. Longer Lead Time parts are only shown in Full Mode

Top Choice Mode Shows Only High Volume Options Used By Many Customers

New Top Choice Mode Distribution Bonus!

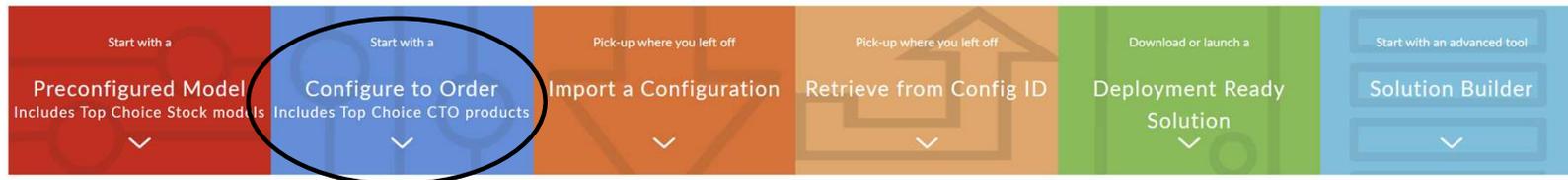
New 3% Backend Rebate Will Be Paid on All Top Choice Orders Shipped

- All Top Choice orders will count for a 3% Rebate Paid Quarterly after shipment
- LBP-E or LBP-I ... does not matter
- Intent: Reward Disty Built Configurations for using/checking on Top Choice Eligibility
- Not Intended for all demand. Some configurations will not qualify. Some Lenovo built configs will not utilize.

Questions? isg4p@lenovo.com

Start a Configuration

Choose how you'd like to get started building a Configuration.



Lenovo Server Proven

<https://serverproven.lenovo.com/> (Public)

Server
Proven[®]
Compatibility for hardware, applications, and middleware



Lenovo ThinkSystem SR650 (Xeon SP Gen 1), 7X05/7X06(Xeon SP Gen 1)



Technology



Lenovo End of Service (withdrawals)

<https://pcsupport.lenovo.com/us/en/solutions/endofservice> (Public)

WW - Notice of Services Withdrawal

2021 - ThinkSystem, ThinkAgile, System x, ThinkServer, Storage and Networking EOS (End of Service) Announcement

Lenovo announces the withdrawal of support associated with some models of ThinkSystem, System x, ThinkServer, Storage and Networking. Lenovo determines a product's end of service date by considering a large number of factors, including but not limited to the number of machines installed in a geographic location, spare parts availability, and the availability of skilled resources. In some cases, Lenovo will use reasonable commercial endeavors to maintain eligible products beyond the EOS date.

- Lenovo has historically provided service and support for at least five years following a product's withdrawal from marketing. This is subject to change at Lenovo's sole discretion without notice. Lenovo will post EOS dates at least 90 days before the actual EOS date and in most cases longer.
- Please note:** PLANNED EOS dates are not posted to this site yet, and should you require these for hardware planning purposes, please connect with your local Lenovo Sales Team for assistance.
- For products registered to the EPEAT standard - the leading global ecolabel for IT products - replacement parts are available for a minimum of 5 years after the date of sale, the replacement parts components shall include, at a minimum, power supplies, fans, hard drives, memory, processors(CPUs) and printed circuit board assemblies. For blade servers, replacement components shall include, at a minimum, hard drives, memory, and processors (CPUs). Information regarding the availability of product replacement components and, or product service shall be publicly available on <https://datacentersupport.lenovo.com/>. Please see www.epeat.net for the most current list of Lenovo EPEAT registered servers.

End of Service Date Lookup

Lenovo Announced End-of-Service (EOS) dates vary by Geo. To find the End of Service date for a server, enter in the **Geo Code** (use the list below to locate your region), the **machine type** and **model**. Examples of how to find the machine type and model can be found via the [How to find the serial number and machine type for ThinkSystem products using the product label guide](#).

- North America (NA): USA, Canada
- Europe, Middle East, Africa (EMEA): Europe, Middle East, Africa
- Asia Pacific (AP): Greater China Group (GCG), Australia and New Zealand (ANZ), Association of Southeast Asian Nations (ASEAN), Japan, Korea, ISA
- Latin America (LA): Brazil, Mexico, Spanish South America (SSA)
- If you need End of Service date for PRC, please click: [PRC EOS Announcement Report](#)
- Please note:** PLANNED EOS dates are not posted to this site yet, and should you require these for hardware planning purposes, please connect with your local Lenovo Sales Team for assistance.

Geo Code* Machine Type* Model*

EOS Date

• 2029/03/31

Lenovo Services

May 26, 2017

Notice of Services Withdrawal

Effective Immediately, Lenovo will discontinue the sale and maintenance for some models of ServeRAID batteries for Lenovo System x servers.

Why is this happening?

Batteries have a shelf life - a period of time for which they may be stored before becoming unfit for usage. The ServeRAID batteries affected by this announcement:

- Have exceeded, or will soon exceed, their usable shelf life
- Are no longer available from alternate suppliers
- Are not rechargeable without sacrificing the usable life span

Parts affected:

Please see the table below for specific batteries affected. Note that this action does not affect the support of the System x server the battery is installed in; however in the event a failure is caused by one of the batteries listed below, Lenovo will not provide maintenance services.

Lenovo will withdraw from its lease, rental, and maintenance agreements the System x options listed below for all Lenovo machine types and models, effective immediately.

ServeRAID Controller	FRU Part Numbers	Option Part Numbers
ServeRAID 7i SATA Controller	Controller - 39R8803 Battery - 39R8804	Controller w/ BBU - 39R8800
ServeRAID 6i-6M LLYRA320 SCSI Controller	6i+ Controller - 13N2195/39R8798 6M Controller - 13N2197/39R8822 Battery - 39R8799	6i+ Controller w/ BBU - 13N2190/39R8793 6M Controller (128GB cache) - 32P0033/39R8815 6M Controller (256GB cache) - 02P0888/39R8816
ServeRAID 8i SAS Controller	Controller - 25R8076/44E8732 Battery - 25R8088	Controller - 25R8064
ServeRAID 8i SAS Controller	Controller - 39R8731 Battery - 13N2256 Battery - 25R8118	Controller - 13N2227 / 39R8729
ServeRAID 8i SAS PCIe Controller	Controller - 39R8785 Battery - 39R8814	Controller - 39R8765 Battery - 39R8812
ServeRAID MR10i (C10i) SAS/SATA Controller	Controller w/ BBU - 44C3242 Controller w/ BBU - 90Y9406	Controller w/ BBU - 44C7167 Controller w/ BBU - 90Y9404 Battery - 40M8050 Battery - 44E5684
MegaRAID 840 adapter	Controller - 39R8852 Battery (8BU02) - 81Y4502	Controller w/ BBU - 39R8850

Customer Reference Database

lenovosuccess.com (Public & Private)

- Search on public case studies and videos

• Content:

- 32 Public Videos (18 NA)
- 325 Public Case Studies (45 NA)
- 600+ (Internal) Customer References

- Note: Lenovo rep can search internal references
- Searchable by geo, solution, and more...

Customer Reference Detail

CUSTOMER INFORMATION | SOLUTION COMPONENTS | SOLUTION DETAILS | ADDITIONAL INFORMATION | CONTACT INFORMATION

Customer Name: Done Services
Published: March 23, 2021
Geography: NA - North America

Business Need: Done Service Group was reactivated as costs were outpacing service.

Industry: Construction / Architecture / Engineering

Customer Background Info: Family-Owned, People-Focus. From the moment our company was founded, we have been void of reputable and reliable. The kind of business that always stands behind the sun is down. A team that stands behind the sun is down.

Agreement Signed Date: March 2020
Installation/Deployment Date: [Redacted]

Hardware: ThinkAgile

Focus Areas: Virtualization - VDI - D, Converged and Hypercr

ISV Solutions: Microsoft Exchange, Microsoft Active Direct, Microsoft Azure Stack

Services: Premier Support

Workloads: Virtual Desktop

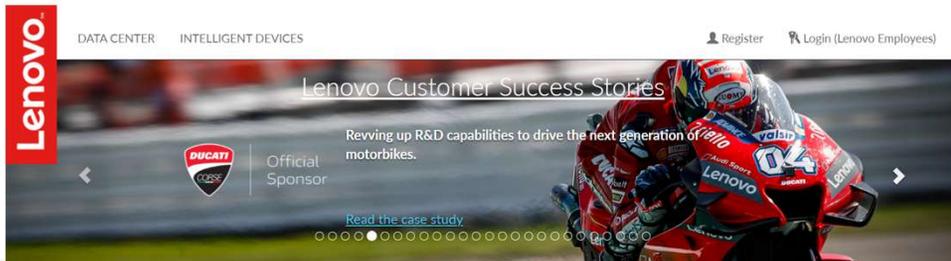
Includes Intel Products: Xeon 6226R

MX Certified Node | Hypervisor - Hyper-V

Lenovo Contact Name: Rusty Pierce
Lenovo Contact Job Title: DCG Technical Channel Sales
Lenovo Contact Email: rpierce@lenovo.com

Lenovo Secondary Contact Name: Brad Townsend
Lenovo Secondary Contact Job Title: Field Channel AE
Lenovo Secondary Contact Email: btownsend@lenovo.com

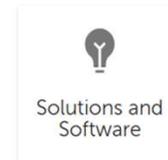
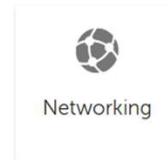
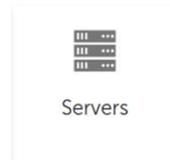
Partner Company Name: Atom Creek
Partner Contact Name: Kimberly Miles (Director of Marketing)
Partner Contact Email: kmiles@atomcreek.com



Post Sales Support

datacentersupport.lenovo.com

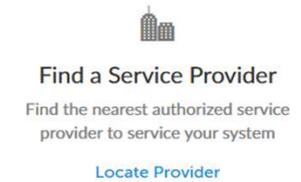
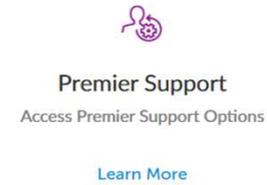
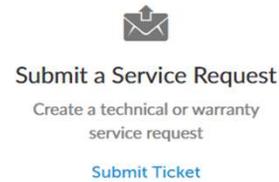
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thanks

Different is better

Lenovo