

Basic Hardware Installation

Efficient and smooth installation by experts

Lenovo™

Lenovo experts can seamlessly manage the physical installation of your server, storage, or networking hardware so you can quickly benefit from your investment. Working at a time convenient for you, the technician will unpack and inspect the systems on your site, install them, verify operation, and dispose of the packaging at the on-site location, allowing your team to focus on other priorities. Your new systems will be configured and ready for your software installation. It's the most efficient way to quickly get your investment working for you, with minimal disruption to your staff.

Any Lenovo-branded server, storage, or networking devices, as well as select Lenovo-supported products from other vendors that are sold by Lenovo or a Lenovo-authorized reseller, are eligible for Lenovo Hardware Installation Services. Customized installation services are also available to meet your specific needs.

Installation Process

Preinstallation

Our team of professionals has extensive knowledge and the experience to help ensure the installation goes smoothly. With your help, the technician will arrive well prepared and complete the task with minimal disruption to you and your staff. A preinstall checklist will serve as your guide to ensure you've completed all hardware preparations and the hardware can be installed with ease. These steps include:

- Backing up data you need to migrate to the new hardware
- Ensuring the new hardware is available and in place
- Providing a power supply, network connection, racks, cables, and any other necessary parts
- Designating a representative who is available and able to assist the technician with access, approvals, IP addresses, etc.
- Providing a safe workspace and appropriate access for the technician

When you're ready, we'll schedule a call with you to review the checklist, answer any questions about the process, and schedule a convenient time to install the hardware.

Installation

You can rely on the expert to provide end-to-end installation, including:

- Initial removal of the product from packaging, including inspection for damage
- Installation of the product per the associated documentation
- Physical connection and powering on of hardware
- Firmware and BIOS check and update to the latest levels if needed
- Consolidation of all packaging materials and disposal within your site
- Installation of Lenovo-branded or Lenovo-supported devices into the rack

Operational Verification

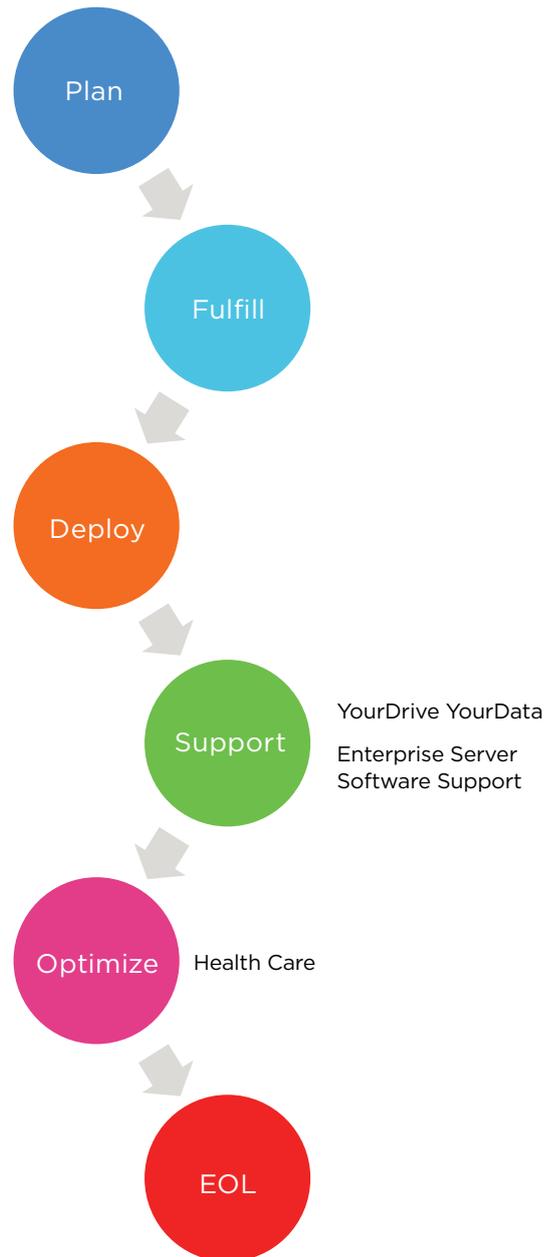
All systems will be thoroughly tested to ensure full operation. Your new hardware will be ready for your software installation.

Limitations

This service is designed for systems to be used in business settings, but there are a few limitations, including:

- Service coverage—contact your local services representative to determine if your site location falls within the covered area
- Troubleshooting and solutions for problems encountered during installation, unless covered by Lenovo warranty or Lenovo support agreement
- Data center design or reconfiguration
- Reconfiguration of manufacturer-configured solutions
- Installation of software products or data
- Connectivity to the network, except as required to install firmware
- Wide area network (WAN) and local area network (LAN) troubleshooting
- Moving hardware to the installation location

Customers Who Obtained These Services Also Procured...



Jebel Ali Free Zone, Dubai (HO)
Street No. N503 - FD03, FD04 & FD05
United Arab Emirates
P.O. Box 17020
Tel: +971 (4) 881 44 40
Fax: +971 (4) 881 42 42
www.forefrontec.com
info@forefrontec.com

Al Olaya Street, Riyadh (BO)
Akariyah-3 Building, Office 610
Kingdom of Saudi Arabia
P.O. Box 301807, Riyadh 11372
Tel: +966 (11) 460 35 80
Fax: +966 (11) 460 35 85
www.forefrontec.com
info@forefrontec.com

Lenovo™ offers a comprehensive portfolio of services that support the full lifecycle of your Lenovo IT assets. At every stage — plan, fulfill, deploy, support, optimize and end of life — we offer the expertise and services you need to more accurately budget for IT expenses, deliver better service-level agreements, and generate greater end-user satisfaction. Let Lenovo Services' unique offerings and expertise help you get the most out of your technology investment.

Lenovo Hardware Installation Services are part of a comprehensive portfolio of Lenovo Services that support the entire suite of enterprise products. For more information, contact your Lenovo representative or visit www.lenovo.com/DataCenterServices



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