

Service expectations and support resources

Other resources

Lenovo

Service expectations

- Premier Support agents should reference the FCL and GLOSSE links for a quick overview of GeoComputing and their RiVA solution.
- Premier Support agents can reference the customer-specific deployment information in GLOSSE while working calls with GeoComputing.
- The deployment information contains details that are not specific to Lenovo Support, but it has been included to give agents a better understanding of the customer environment.
- Premier Support agents can involve the Technical Account Managers (TAM) if and when needed for any escalation issues. The TAM will be knowledgeable about the GeoComputing offering and have contacts within the company.
- Premier Support agents are expected to work cases to their resolution and provide a Premier CX, which we strive for with all our customers.

Support and contact information

Lenovo Escalations

OEM PM Group ID: oem1@lenovo.com

Michelle Lee: hlee32@lenovo.com

OEM Account Manager: Tommy Toles,
ttoles@lenovo.com

Lenovo BAU Support

[Contact Us](#)

[Data Center Support](#)

[Warranty Look Up](#)

[GeoComputing GLOSSE Page](#)

[GeoComputing Esupport Redirect](#)



GeoComputing Escalations

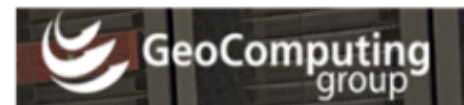
Director of Product Support Penny McQueen,
pmcqueen@geocomputing.net (832) 544 0195

SEV 1 Issues

Critical and Major incidents must be initiated via the GeoComputing Support
phone number: **1-888-388-9884** *(not to be shared with end customers)*
available after business hours

GeoComputing BAU Support

[https://geocomputing.myportallogin.com/
rivasupport@geocomputing.net](https://geocomputing.myportallogin.com/rivasupport@geocomputing.net)



GeoComputing Lenovo warranty options

Three year Point of Sale One year Post Warranty
Premier for OEM
Foundation + YDYZ Essential (W/O CSR) Advanced (W/O CSR)
Legal Documents: Lenovo Statement of Limited Warranty for Data Center Group (DCG) Servers, System Storage and Networking Lenovo Data Center Agreement English SoLW

Reference resources

For more information about GeoComputing OEM ON DEMAND support flow and operation, refer to the following GLOSSE page:

- [GeoComputing OEM ON DEMAND- Support Flow and Operations Guides](#)

Summary

This course enabled you to:

- Provide an overview of the GeoComputing OEM ON DEMAND products
- Describe the GeoComputing OEM ON DEMAND support flow
- Describe the service expectations and support resources for the GeoComputing OEM ON DEMAND products