Attention Service Managers,

In effort to continually refine Lenovo's Warranty Support Programs and from direct feedback from the Business Partner Community, the following information is being published for your convenience.

Lenovo Training Solutions offers you and your service team a new and valuable resource called InfoCasts. InfoCasts keep you up-to-date on the latest Lenovo partner programs, and have a section for Service and Support that many partners are already using. There are now 14 Service & Support podcasts up on the external lenovocast web page.
http://www.lenovocast.com

Feedback from Service Partners has been positive, and technicians recognize that InfoCasts are a convenient way to get extra information on Lenovo products and technologies. Some have even downloaded InfoCast to iPods and listened as they travel to service calls or to meet a customer considering a new product line.

We will be sending out reminders to you on a quarterly basis to make sure you are aware of any updates or additions. You can get updates automatically by subscribing on the website. InfoCasts provide useful, interesting information that can help any Business Partner and most important, each InfoCast takes only about five minutes to complete.
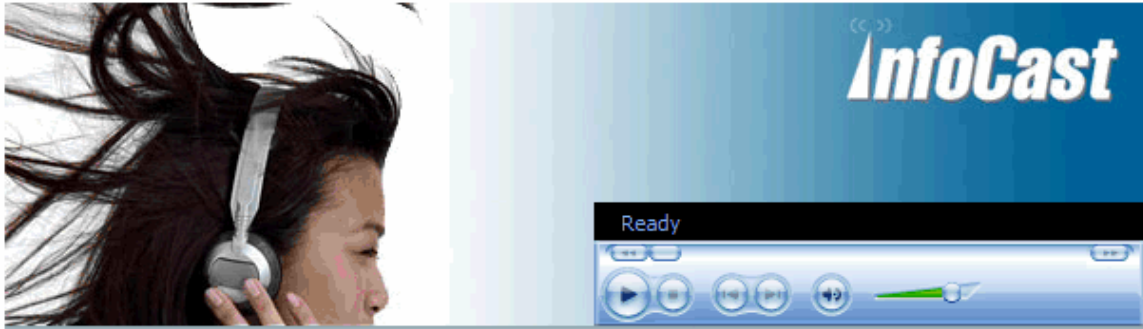
Below is a snapshot of the InfoCast page. Note there are many topics that may be of interest to you and your service team. Upon listening to an InfoCast, you may submit suggestions, comments or questions by clicking on the Feedback button at the top of the page.

Sincerely,

Manager , North America Warranty Channel

Any questions related to this announcement should be directed through your Warranty Service Consultants Steve Way (416) 383-4935 or Stan Turczyniak at (416) 383-4932 or Robert Epps at (416) 383-4983.

The Service and Support Guide (SSG) located within the "**www.lenovo.com/spm**" will contain a copy of this announcement in the "**compilation of letters**" area.

InfoCast

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