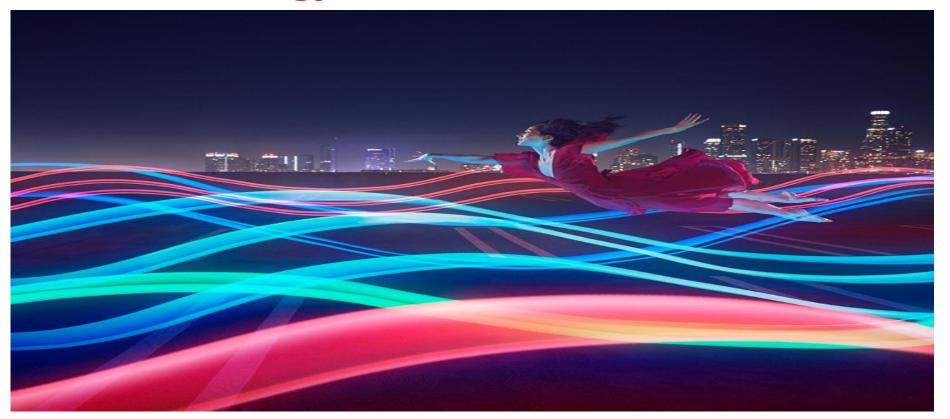**Smarter technology for all**

Lenovo ThinkSystem Support

Lenovo ISG South Africa ThinkSystem Call logging procedure

Business Hours:
07:00 – 17:00
Monday - Friday

After Hours
& Weekends

Hardware:
(Local) 0800 22 11 30
OR
+27 21 427 7918
+27 11 302 77 77

Software:
(Local) 0800 22 11 30
OR
+27 21 427 7918
+27 11 302 77 77

You can also log the call by email: **ceserv@za.ibm.com**

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Lenovo ISG South Africa ThinkSystem Call logging procedure

When placing a service request, please have the following information ready:

1.) Customer Name
2.) Contact Name
3.) Contact Telephone Number (Land and Mobile number)
4.) Email address

If Hardware:

1.) Machine Type eg. 7945
2.) Machine Serial Number eg. J34RNXX
3.) Fault Description eg. Error code

If Software:

1.) Product Group
2.) Fault Description eg. Error code

Lenovo ISG South Africa ThinkSystem Call logging procedure

You can also log your Hardware and Software service requests electronically through the service request tool by using the following link below:

Hardware and Software

https://www-946.ibm.com/support/servicerequest/Home.action

Under common support links, click on New service request.

If at any point during our service process, you feel we are not meeting our obligations to you, please talk to our Delivery Manager on duty by contacting our number listed below:

(0800 22 11 30 or +27 11 302 77 77)

Should you feel that you have not had a satisfactory response, please escalate to the Service Delivery Manager:

Bilal Moosa +2782 806 9838

Email: bilalm@za.ibm.com