BUYERS' GUIDE

National Framework for Workstation Client Devices

0115 846 4000
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Business Partner
Lenovo
Premium
Gold

A collaborative
contract placed
on behalf of the
Scottish Public Sector
by Scottish Procurement
The Scottish Government

We are XMA.

We deliver innovative IT solutions that enhance how people learn, teach, govern, deliver healthcare and do business. We are a team of over 250 specialists, based across the UK who bring together over 30 years of experience, world class vendor partnerships and broad service delivery capabilities on the ground and in the cloud.

Part of an independently owned British group, we are based in Nottingham, Reading, Halifax, Glasgow, Cwmbran and London. We have national reach and a local touch. Our UK-based data centre and ISO:27001 accreditation means we can host your data, applications and infrastructure in the cloud, securely.

We are a compliant route to purchase, with presence on local and national frameworks for hardware supply and services. Our partners are the biggest names in computing, infrastructure and print. We take their products and build, deliver and maintain solutions that work for you.

About the Framework

XMA was awarded The Scottish Government National Framework for Workstation Client Devices in March 2016. The framework enables public sector organisations in Scotland to purchase from the enclosed range of Workstation Devices.

Buyers are reminded of the obligations contained in the Procurement Reform (Scotland) Act 2014 in relation to the award of contracts valued equal to or greater than £50,000 including those awarded as a result of a framework call-off/mini competition. In particular, Buyers should note that in accordance with Section 23(2) the award of contracts must be publicised on the Public Contracts Scotland website and in accordance with Section 35 contracts must be registered in the contracting authority's "contracts register".

Power of a Workstation, price of a Desktop

With the ThinkStation P320 Tower Workstation, you get the performance and reliability you need for professional results, on a budget you can afford.

This PC features ISV-certified, professional graphics, and Intel Xeon technology. Power and stability for 3D and 2D CAD/CAM, website development, financial back-office operations, and healthcare front office. Increased speed and memory over previous generation.
Includes Intel vPro for manageability.

Lenovo

- Windows 10 Pro 64 Bit for Workstations
- Intel Xeon E3-1225V6 (3.30GHz, 1600MHz, 8MB) Processor
  (with Integrated Intel HD P530 Graphics supporting
   up to 3 displays in conjunction with discrete graphics)
- 16GB PC3-12800 DDR3 1600MHz RAM
  (4 slots for expansion up to 64GB)
- 1TB 7200RPM SATA Drive
  (supports up to 16TB through 4 x 4TB drives)
- Two PCI Express 3.0 x16 slots
  (with support for up to two Quadro K1200, or two Quadro
  P1000 or one Quadro M4000 graphics card)
- Onboard Gigabit Ethernet, Intel I219LM
  (supports Wake-on-LAN)
- 5 x SATA 6.0Gb/s connectors for optical and disk drives
  Raid 0, 1, 5, 10 support
- DVD ReWriter
  (with two external and two internal drive bays)
- 3.5mm headphone and microphone jacks, one VGA and
  two DisplayPort, two USB 2.0 and 6 x USB 3.0, one serial,
  one ethernet (RJ45), and three analog audio ports
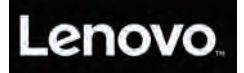- 3 years NBD On-Site Warranty

Code	Description	Price
30BGS03C00	Lenovo ThinkStation P320 Mini Tower W10 Pro for Workstations	£411.70
30BJS01500	Lenovo ThinkStation P320 Small Form Factor W10 Pro for Workstations	£411.70

Upgrade options	Product Code	Price
Upgrade to 32GB RAM	WWS32GBUG	£101.48
Upgrade to 64GB RAM	WWS64GBUG	£256.06
256GB Solid State Drive (in addition to 1TB)	4XB0F18671	£75.52
512GB Solid State Drive (in addition to 1TB)	4XB0G69275	£162.84
2TB SATA HDD (in addition to 1TB)	SGFWS2TBSATAUG	£66.08
4TB SATA HDD	4XB0M33235	£87.32
1GB Graphics Card (NVIDIA Quadro P400) for P320 Tower	4X60N86657	£55.46
1GB Graphics Card (NVIDIA Quadro P400) for P320 SFF	4X60N86656	£55.46
2GB Graphics Card (NVIDIA Quadro P600) for P320 Tower	4X60N86659	£59.00
2GB Graphics Card (NVIDIA Quadro P600) for P320 SFF	4X60N86658	£59.00
4GB Graphics Card (NVIDIA Quadro P1000) for P320 Tower	4X60N86661	£191.16
4GB Graphics Card (NVIDIA Quadro P1000) for P320 SFF	4X60N86660	191.16
Extended Warranty (3-4YR, NBD, On-Site Warranty)	5WS0L20523	£17.70
Extended Warranty (3-5YR, NBD, On-Site Warranty)	5WS0L20511	£29.50
Defective Media Retention (3YR)	5PS0L20549	£7.08
Extended Warranty + Defective Media Retention (3-4YR, NBD, On-Site Warranty)	5WS0L20511	£28.04
Extended Warranty + Defective Media Retention (3-5YR, NBD, On-Site Warranty)	5PS0E54595	£33.04
Upgrade to Intel Xeon E3-1230V6 (or V5 for Windows 7)	SGFWSXE2-1230UG	£29.50
Upgrade to Intel Xeon E3-1245V6 (or V5 for Windows 7) (includes integrated Intel HD P530 Graphics)	SGFWSXE2-1245UG	£62.54
Upgrade to Intel Xeon E3-1245V6 (or V5 for Windows 7) (includes integrated Intel HD P530 Graphics)	SGFWSXE2-1275UG	£120.36
OS Downgrade to Home Version (Education Only) available until 1st March 2018	SGFWSW7DG	-£17.00

Accessories	Product Code	Price
Wireless Keyboard & Mouse	0A34066	£31.86
Security Lock	57Y4303	£11.80
DisplayPort to DVI-D Adapter	45J7915	£9.44
DisplayPort to HDMI Adapter	0B47395	£10.62
DisplayPort to VGA Adapter	57Y4393	£15.34
Remove Optical Drive	SGFWSOPTDG	-£9.00
Remove Keyboard	SGFWSKBDG	-£5.00
Remove Mouse	SGFWSMOUSEDG	-£1.00

Think Big with the World's Smallest Workstation

- ISV-certified workstation performance
- Professional graphics, powerful technology
- Supports up to 6 independent displays
- Modular design for all-in-one workstation
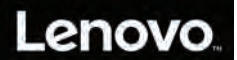- Wireless power on/off

Lenovo

Code	Description	Price
30C1S00Y00	Lenovo ThinkStation P320 Tiny (i7-7700, 16Gb, 1TB HDD, W10 Pro for Workstations, 3yrs on-site)	£680.50
30C1S01100	Lenovo ThinkStation P320 Tiny (i7-7700, 16Gb, 512GB SSD, W10 Pro for Workstations, Quadro P600 Graphics 3yrs on-site)	£1,037.50

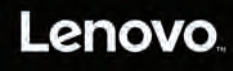| Fixed Workstation Windows 7 Compatible Devices		
30C1S01000	Lenovo ThinkStation P320 Tiny (i7-6700, 16Gb, 1TB, Win 7 Pro preinstalled through downgrade rights in Windows 10 Pro, 3yrs on-site)	£710.50
30C1S00X00	Lenovo ThinkStation P320 Tiny (i7-6700, 16Gb, 512GB SSD, Win 7 Pro preinstalled through downgrade rights in Windows 10 Pro, Quadro P600 Graphics 3yrs on-site)	£1,067.50
30BGS01W00	Lenovo ThinkStation P320 MiniTower (Xeon E3-1225V5, 16Gb, 1TB, Win 7 Pro pre-installed through downgrade rights in Windows 10 Pro, 3yrs on-site)	£441.10
30BJS00Q00	Lenovo ThinkStation P320 Small Form Factor (Xeon E3-1225V5, 16Gb, 1TB, Win 7 Pro pre-installed through downgrade rights in Windows 10 Pro, 3yrs on-site)	£441.10

ThinkStation P510 Tower Workstation

A next-generation mainstream workstation that's powerful enough for any job and reliable enough for mission-critical environments. The ThinkStation® P510 is scalable, flexible, and gives you the power, performance and usability you need. Superior design features include Flex Trays that hold up to two drives for total flexibility and patented Tri-Channel Cooling for enhanced reliability.

Code	Description	Price
30B4001XUK	Lenovo ThinkStation P510 Tower (Xeon E5-1630V4, 16Gb, 1TB SSD, DVDR, NVIDIA P5000, Win 10 Pro for Workstations , 3yrs on-site)	£3,139.60
30B4001VUK	Lenovo ThinkStation P510 Tower (Xeon E5-1630V4, 32Gb, 2TB SATA + 1TB SSD, DVDR, NVIDIA P5000, Win 10 Pro for Workstations, 3yrs on-site)	£3,377.95
30B4001WUK	Lenovo ThinkStation P510 Tower (Xeon E5-1630V4, 64Gb, 2TB SATA + 1TB SSD, DVDR, NVIDIA P5000, Win 10 Pro for Workstations, 3yrs on-site)	£3,568.00

ThinkStation P410 Tower

Mainstream Workstation That Fits Any Budget
Closing the gap between price and performance
as well as between entry-level and mainstream
workstations. The ThinkStation® P410 offers a
higher core count and memory capacity than any
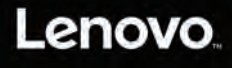entry-level workstation in the market.

Code	Description	Price
30B2S1B300	Lenovo ThinkStation P410 Tower (Xeon E5-1620V4, 16Gb, 512GB SSD, DVDR, GTX1070 Graphics, Win 10 Pro for Workstations , 3yrs on-site)	£1,552.00
30B4S30B00	Lenovo ThinkStation P510 Tower (Xeon E5-1620V4, 16Gb, 256GB SSD + 1TB, DVDR, GTX1080 Graphics, Win 10 Pro for Workstations , 3yrs on-site)	£1,869.00

Power of a Workstation, mobile like a laptop

ThinkPad P50 and P51 Mobile Workstation fuses the portability of ThinkPad with the power of a workstation.

This laptop features ISV-certified applications, lightning-fast graphics and processing, and more cutting-edge technology to handle your compute-intensive needs, in a surprisingly thin and light package. Get next-level performance with portability in this 15.6" mobile workstation, perfect for running resource-intensive applications.

ThinkPad P50 Mobile Workstation

- Windows 7 Pro 64 Bit
  (pre-installed through downgrade rights in Windows 10 Pro)
- Intel Xeon E3-1505V5 (up to 3.70GHz, 8MB) Processor
- 8GB PC3-12800 DDR3 1600MHz RAM
- 1TB 5400RPM SATA Drive
- 15.6" FHD (1920x1080) IPS Non-Touch Display
- 720p HD Camera
- Intel Dual Band Wireless-AC(2x2) 8260, Bluetooth 4.1
- NVIDIA M2000M Graphics
- 4 Cell Li-Polymer Battery 90Wh
- 3 Year NBD On-Site Warranty

ThinkPad P51 Mobile Workstation

- Windows 10 Pro 64 Bit for Workstations
- Intel Xeon E3-1505V6 (up to 3.70GHz, 8MB) Processor
- 8GB PC3-12800 DDR3 1600MHz RAM
- 1TB 5400RPM SATA Drive
- 15.6" FHD (1920x1080) IPS Non-Touch Display
- 720p HD Camera
- Intel Dual Band Wireless-AC(2x2) 8260, Bluetooth 4.1
- NVIDIA M2200M Graphics
- 4 Cell Li-Polymer Battery 90Wh
- 3 Year NBD On-Site Warranty

Code	Description	Price
20EQS09A00	Lenovo ThinkPad P50 Windows 7 Pro (pre-installed through downgrade rights in Windows 10 Pro)	£748.00
20HJS0E600	Lenovo ThinkPad P51 Windows 10 Pro 64 Bit for Workstations	£748.00

Mobile Workstation Accessories

Upgrade options	Product Code	Price
Upgrade to 16GB RAM (DDR4 2133MHz ECC SoDIMM)	S4X70J67435	£70.80
Upgrade to 32GB RAM (DDR4 2133MHz ECC SoDIMM)	SGMWS32GBUG	£204.14
Upgrade to 64GB RAM (DDR4 2133MHz ECC SoDIMM)	WWS64GBUG	£338.66
256GB Solid State Drive (Upgrade from 1TB HDD)	SGMWS256SBSSDUG	£27.14
512GB Solid State Drive (Upgrade from 1TB HDD)	SGMWS512SBSSDUG	£106.20
Extended Warranty (3-4YR, NBD, On-Site Warranty)	5WS0E97215	£53.10
Extended Warranty (3-5YR, NBD, On-Site Warranty)	5WS0E97383	£112.10
Defective Media Retention (3YR)	5WS0F15922	£15.34
Extended Warranty + Defective Media Retention (3-4YR, NBD, On-Site Warranty)	5PS0E97410	£68.44
Extended Warranty + Defective Media Retention (3-5YR, NBD, On-Site Warranty)	5PS0E97157	£135.70
Upgrade to Intel Xeon E3-1535M v5 vPro / NVIDIA Quadro M2000M 4GB	SGFWSXE2-1535UG	£159.30

Accessories	Product Code	Price
Standard USB Keyboard	73P5255	£15.34
2-Button USB Optical Mouse	06P4069	£5.90
Wireless Keyboard & Mouse	0A34066	£31.86
Power Supply Unit	4X20E50582	£33.04
Carry Case	4X40E77328	£16.52
Backpack	4X40E77329	£21.24
Additional Long Life Battery	4X50K14091	£65.00
Security Lock	57Y4303	£11.80
DisplayPort to DVI-D Adapter	45J7915	£9.44
DisplayPort to HDMI Adapter	0B47395	£10.62
DisplayPort to VGA Adapter	57Y4393	£15.34
USB DVD ReWriter	S4XA0E97775	£33.04
ThinkPad Workstation Dock	40A50230UK	£147.50

Redefining Power in a 17.3" Mobile Workstation

The ThinkPad P71 redefines the concept of power with an Intel® Xeon™ processor and NVIDIA Quadro graphics. Feature-packed with optional X-Rite® PANTONE® color calibration, Mil-Spec durability, blazing-fast connection speeds, and the highest capacity of storage and memory make this workstation your go-to PC for getting the job done.

Code	Description	Price
20HLS07800	Lenovo ThinkPad P71 (Xeon E3-1535M, 17.3" 64GB, 512GB SSD, NVIDIA P4000, Windows 10 Pro 64 Bit for Workstations, 3 yrs on-site)	**£3,107.05**
20HLS07600	Lenovo ThinkPad P71 (Xeon E3-1535M, 17.3" 64GB, 2 x 512GB SSD, NVIDIA P5000, Windows 10 Pro 64 Bit for Workstations, 3 yrs on-site)	**£3,782.20**
20HLS07700	Lenovo ThinkPad P71 (Xeon E3-1535M, 17.3" 64GB, 2 x 1TB SSD, NVIDIA P5000, Windows 10 Pro 64 Bit for Workstations, 3 yrs on-site)	**£4,099.30**

Graphics Cards Options

Graphics Card Upgrades for Power Users

In conjunction with Lenovo's WorkStation specialist team, we have prepared some basic guidelines to help you decide on a configuration to select dependant on the software/applications you are using:

Software	Good	Better	Best
Autodesk AutoCAD	Base P320	Base P320 + Quadro P600	Base P320 + 16GB + Quadro P600
Autodesk Revit	Base P320 + Quadro P600	Base P320 + Quadro P1000	Base P320 + SSD + Quadro P1000
Autodesk 3ds Max	Base P320 + CPU Upgrade + 16GB + Quadro P1000	Base P320 + CPU Upgrade + 16GB + SSD + Quadro P1000	Base P320 + CPU Upgrade + 32GB + SSD + Quadro P1000
Adobe Creative Suite	Base P320 + SSD	Base P320 + 16GB + SSD + P600	Base P320 + 16GB + SSD + P1000
MS Office/Power User	Base P320	Base P320 + SSD	Base P320 + 16GB + SSD

NVIDIA Quadro P400
Delivers great mainstrem professional application performance

Description	Specification
CUDA Cores	256
Peak single precision FP32	0.641 TFlops
GPU Memory	2GB GDDR5
Memory Interface	64-bit
Memory Bandwidth	32GB/s
System Interface	PCI Express 3.0 x16
Display Connectors	mDP 1.4(3)
Warranty	3 years

The new NVIDIA Quadro P400 combines the latest Pascal GPU architecture with 2GB of ultra-fast on-board memory to deliver great performance for a range of professional applications. A single-slot, low-profile form factor makes it compatible with even the most space and power-constrained chassis. Support for three 4K displays (4096 x 2160 at 60Hz) with HDR color gives you a wide visual workspace to view your work in extremely high resolution.

Professionals are increasingly looking to lower the total cost of their computing solutions. Today's modern multi-application workflows require users to evaluate the impact of workstation functionality and performance against cost to ensure that any savings achieved by lower cost computing solutions will not result in schedule impacts and business loss.

With support for DisplayPort 1.4, the P400 can drive resolutions of up to 5K (5120 x 2880) at 60 Hz from a single cable. You can combine up to four Quadro GPUs in one system to simplify the deployment of display walls or other immersive display environments. DisplayPort 1.4 offers HDR color support, enabling brighter displays, more saturated colors and a greater than 10,000 to 1 contrast ratio.

NVIDIA Quadro P600

Realising demanding visual computing workflow performance

Description	Specification
CUDA Cores	384
Peak single precision FP32	1.195 TFlops
GPU Memory	2GB GDDR5
Memory Interface	128-bit
Memory Bandwidth	64GB/s
System Interface	PCI Express 3.0 x16
Display Connectors	mDP 1.4(4)
Warranty	3 years

The NVIDIA Quadro P600 combines a 384 CUDA core Pascal GPU, large on-board memory and advanced display technologies to deliver amazing performance for a range of professional workflows. 2GB of ultra-fast GPU memory enables the creation of complex 2D and 3D models and a flexible single-slot, low-profile form factor makes it compatible with even the most space and power-constrained chassis. Support for four 4K displays (4096 x 2160 at 60Hz) with HDR color gives you an expansive visual workspace to view your creations in stunning detail.

The NVIDIA Quadro P600 combines a 384 CUDA core Pascal GPU, large on-board memory and advanced display technologies to deliver amazing performance for a range of professional workflows. 2GB of ultra-fast GPU memory enables the creation of complex 2D and 3D models and a flexible single-slot, low-profile form factor makes it compatible with even the most space and power-constrained chassis. Support for four 4K displays (4096x2160 at 60Hz) with HDR color gives you an expansive visual workspace to view your creations in stunning detail.

NVIDIA Quadro P1000

Delivering demanding visual computing workflow performance

Description	Specification
CUDA Cores	640
Peak single precision FP32	1.894 TFlops
GPU Memory	4GB GDDR5
Memory Interface	128-bit
Memory Bandwidth	80GB/s
System Interface	PCI Express 3.0 x16
Display Connectors	mDP 1.4 (4)
Warranty	3 years

The new Quadro P1000 combines the latest GPU architecture and display technologies, delivering up to 60% better performance than the previous generation. Powered by NVIDIA Pascal GPU technology, the P1000 is the most powerful low-profile professional graphics solution available, providing professional users with the most memory and best performance available in a small form factor workstation graphics card.

The P1000's advanced and power efficient Pascal architecture GPU, 4K and 5K display support, and extensive ISV certification provide the most powerful low profile graphics solution available, delivering the performance and capabilities required by demanding professional applications in a compact and powerful professional graphics card. An expansive visual workspace of up to four 4K displays lets professionals view their designs, scenes or projects in stunning detail.

NVIDIA Quadro P4000

The world's most powerful single slot professional graphics card

Description	Specification
CUDA Cores	384
GPU Memory	8GB DDR5
Memory Interface	256-bit
Memory Bandwidth	243GB/s
System Interface	PCI Express 3.0 x16
Display Connectors	DP 1.4 [4] + Stereo
DisplayPort 1.2	Yes
Warranty	3 years

The new NVIDIA VR Ready Quadro P4000 combines a 1792 CUDA Core Pascal GPU, large 8GB GDDR5 memory and advanced display technologies to deliver the performance and features that are required by demanding professional applications. The ability to create an expansive visual workspace of up to four 5K displays (5120 x 2880 at 60Hz) with HDR color support lets you view your creations in stunning detail. The P4000 is specially designed with the performance necessary to drive immersive VR environments. Additionally, you can create massive digital signage solutions by connecting multiple P4000s via Quadro Sync II.

The new Quadro P4000 combines the latest GPU architecture and display technologies to deliver the best performance and features available in a single slot professional graphics card solution. The P4000 enables users to create large, complex designs, render detailed photo realistic imagery, and create detailed, lifelike VR experiences.

NVIDIA Quadro P5000

Performance and features master challenging professional workflows

Description	Specification
CUDA Cores	2560
Peak single precision FP32	8.9 TFlops
GPU Memory	16GB GDDR5X
Memory Interface	256-bit
Memory Bandwidth	288GB/s
System Interface	PCI Express 3.0 x16
Display Connectors	DP 1.4 (4) + DVI-D DL (1) + Stereo
DisplayPort 1.2	Yes
Warranty	3 years

The NVIDIA Quadro P5000 combines the latest GPU, memory and display technologies, resulting in outstanding performance and breakthrough capabilities. Professionals across a range of industries can now create their most complex designs, solve the most challenging visualization problems and experience their creations within the most detailed, lifelike and immersive VR environments. Additionally, you can create massive digital signage solutions by connecting multiple P5000s via Quadro Sync II.

The new P5000's carefully tuned balance of graphics and single precision (FP32) compute performance, fast and expansive GDDR5X GPU memory, alongside sophisticated VR hardware and software optimizations coupled with advanced development frameworks, allow the creation of extremely large and complex designs, rapid rendering of photorealistic imagery, and startlingly immersive VR experiences.

NVIDIA Quadro P6000
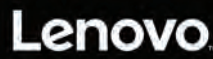# The world's most powerful single slot professional graphics card

Description	Specification
CUDA Cores	384
Peak single precision FP32	12 TFlops
GPU Memory	24GB GDDR5X
Memory Interface	384-bit
Memory Bandwidth	432GB/s
System Interface	PCI Express 3.0 x16
Display Connectors	DP 1.4 (4) + DVI-D DL (1) + Stereo
DisplayPort 1.2	Yes
Warranty	3 years

The NVIDIA Quadro P6000 is the most advanced pure professional graphics solution ever created, combining the latest GPU, memory and display technologies that result in unprecedented performance and breakthrough capabilities. Professionals across a range of industries can now create their most complex designs, solve the most challenging visualization problems and experience their creations within the most detailed, lifelike and immersive VR environments. Additionally, you can create massive digital signage solutions by connecting multiple P6000s via Quadro Sync II.

Designs become more complex over time. Visual effects grow in size, complexity, and scope. Scientific visualization and compute problems continue to push the boundaries of workstation capabilities. VR is changing all facets of entertainment, design, engineering, architecture, and medicine. As professional workflows grow in size and complexity, the demand for visual compute power grows with it.

Quadro P6000's Pascal architecture GPU implementation, GDDR5X memory and DisplayPort 1.4 support synergistically deliver the best overall single precision FP32 performance and professional graphics solutions. The P6000 enables users to create large, complex designs, interactively render photorealistic imagery, and create detailed, lifelike VR experiences

Helpful Information for Lenovo Workstation Devices

Home page (microsite)
www.thinkworkstations.com

Product Specifications
http://thinkstation-specs.com

Product Datasheets
http://psref.lenovo.com

Lenovo Quick Pick Look-Up
www.lenovoquickpick.com/usa/home/thinkstation/workstation#

Product Comparisons
http://thinkstation-specs.com/compatibility-matrix

ISV Certifications
https://www.thinkworkstations.com/isv-certifications
www.lenovo.com/support/ISV

Services and Insurance

Services

XMA can offer a number of services to assist in the deployment of workstation devices into your institution including but not limited to:

Description	Product Code	Price
Imaging	SGWSIMAGE01	**£3.00**
Asset Tagging	SGWSAT01	**£3.00**
BIOS Configuration	SGWSBIOS01	**£3.00**
Installation to Desk	SGWSINSTAL01	**£10.00**
Bonded Storage (Free of charge for a period of up to 6 months)		**£FREE**

Insurance

When purchasing Mobile Workstations outright, XMA can provide options for accidental damage and theft insurance. The cover offered has no excess to pay and covers the device at work, home and even whilst travelling internationally.

XMA

Sales and Services

Get Advice and Order

XMA's team in Glasgow can advise you on the devices available under this framework as well as associated accessories and services.

Contact the team by phone or e-mail using the details below.

Call **0115 8464100** **Monday to Friday, 09.00 - 17.30**
Visit **www.xma.co.uk/scotland**

Our dedicated ordering portal is now available at https://shop.xma.co.uk , offering access to pricing, online ordering, order tracking and more. Contact your XMA account manager for log in details and advanced connections.

Delivery and Returns

Standard items will be delivered within 10 working days. Non standard (upgraded or downgraded) items with configuration may take up to 20 working days. XMA's customer service team can advise you on the status of your order and manage returns.
Contact the team by phone or e-mail using the details below.

Call **0115 846 4656** **Monday to Friday, 09.00 - 17.30**
Email **customer.services@xma.co.uk**

Framework Team

Framework Account Managers

For advice on which of the framework devices is best for your institution, speak to our Framework Account Managers. This team can also provide help on any accessories and services that you require to go alongside them.

Scott Langan
scott.langan@xma.co.uk
0115 846 4352

David Warren
david.warren@xma.co.uk
0115 846 4217

Martin Tamburrini
martin.tamburrini@xma.co.uk
0115 846 4219

Mark Walker
mark.walker@xma.co.uk
0115 846 4218

John Coyle
john.coyle@xma.co.uk
0115 846 4339

Order Management Specialists

If you have already placed an order and want an update or to make a change, contact our Glasgow based Order Management Specialist.

Helen Ross
helen.ross@xma.co.uk
0115 846 4100

Ioana Calarasu
ioana.calarasu@xma.co.uk
0115 846 4118

Framework Managers

If you have any issues that you need to escalate, and the Framework Account Managers can't help, then contact the Framework Managers who have overall responsibility for the framework.

Kenny Macniven
kenny.macniven@xma.co.uk
0115 846 4221

Enhanced Warranty Cover

Technical Support and Dead on Arrival (DOA)

Every device offered on the framework includes an enhanced 3 years on-site warranty.
That means if something goes wrong that can't be resolved over the phone, Lenovo will arrange an engineer to come to you to resolve the problem.
If a problem develops with a device purchased through the framework, call 01483 407857, ensuring you have the device in front of you and the serial number to hand. You may be asked to perform some 1st level troubleshooting that could get you back up and running immediately, but Lenovo's enhanced warranty includes:

· Bespoke and Direct Line for Scottish Procurement Customers
· Operating Hours – Monday to Friday 08:00 to 18:00
· Average Answer Time of 1 minute
· To be answered by a Lenovo/IBM trained member of staff, with product knowledge of:
     o Lenovo ThinkStation P310
     o Lenovo ThinkPad P50
· Call handler (Technician) will work with customer to diagnose fault
· Call handler (Technician) will attempt a 1st fix (if possible) e.g. BIOS Update
· If 1st Fix unable, Call handler will collect all pertinent data and raise service call
· Lenovo/IBM engineer will then attend customer site and perform necessary reworks
· Call will then be closed.

Alternatively, the warranty can be logged online or call at:

Visit   **https://www.managedtechnicalsupportaccess.com/mtsarva/lenovo.html**
Call   **01483 407857**   **Monday to Friday, 08.00 - 18.00**

The following details should be used to report any devices that are Dead On Arrival (DOA)
i.e. they do not function as expected out of the box, within 30 days of delivery.

Call   **0115 918 3540**   **Monday to Friday, 08.00 - 18.00**

If you prefer to e-mail us with details of the problem, use the address below.

Email **customer.services@xma.co.uk**

XMA

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If you have any questions relating to the framework contact us with these details.

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