

Lenovo  
Managed Services

# A modern approach to IT services. That's **smarter.**

IT departments are charged with helping organizations grow and thrive through the skillful integration of innovative advances in technology.

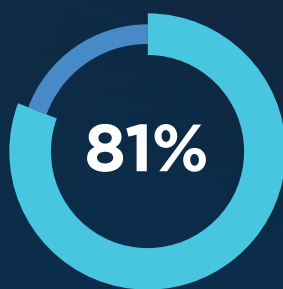
But the abrupt shift to a remote/hybrid workplace has put unexpected — and unprecedented — stress on IT departments across every industry.

Smarter  
technology  
for all

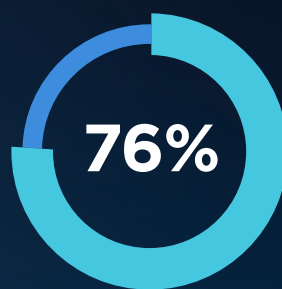
Lenovo

# The challenge of the hybrid environment

Many IT leaders are scrambling to support the evolving needs of hybrid workers, which takes them away from working on digital transformation efforts to streamline processes and improve efficiency.



**81%**  
of IT leaders are overwhelmed by the functional aspects of their job.<sup>1</sup>

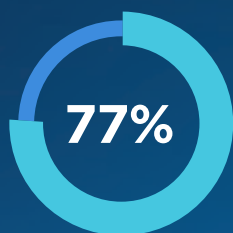


**76%**  
of IT leaders struggle to balance business innovation and operational excellence.<sup>1</sup>

This shift in focus is limiting their ability to deliver improvements in key areas such as security, productivity, and the overall employee experience (EX).

To help regain focus on strategic imperatives, many IT leaders are leveraging trusted suppliers to manage functional/operational workloads and free up their valuable IT resources.

With Lenovo as your trusted partner, your team can focus on what matters most — your business.



**77%**  
of employees note that PCs are a critical factor in their engagement and daily work.<sup>2</sup>



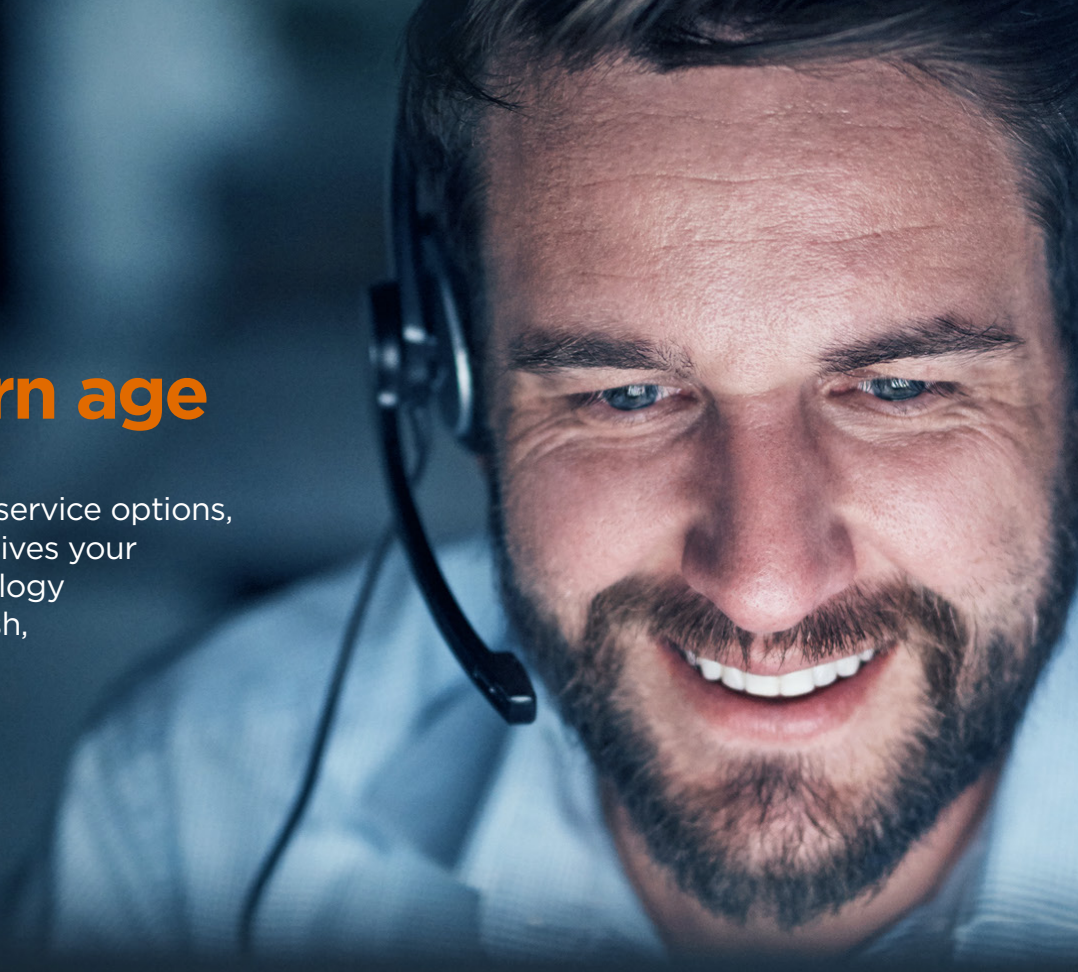
**56%**  
of businesses say the cybersecurity talent shortage is putting them at risk.<sup>3</sup>



**20%**  
of organizations report that remote workers have caused a security breach.<sup>4</sup>

# Managing IT in the modern age

Comprising a wide range of service options, **Lenovo Managed Services** gives your end users a premium technology experience from start to finish, while providing your IT team with peace of mind.

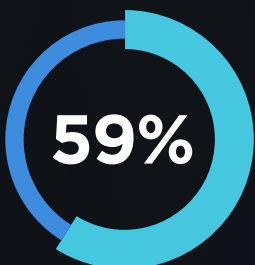


## Smart Service Desk

Managing the day-to-day IT issues of your hybrid workforce can take a significant toll on your IT staff.

The Smart Service Desk options in **Lenovo Managed Services** answer the call with expert support resources that resolve issues quickly and efficiently.

- 24/7 help desk
- Chatbot automation
- Self-help solutions
- Online services catalog
- Service management



**of IT services have transitioned from the traditional break-fix model to a managed service contract model.<sup>5</sup>**



## Smart Fleet Services

The PC is the heart of the modern workforce. From the high-performance hardware to the software stack that empowers your users to get the job done every day, there are a multitude of factors that must be managed to maintain peak efficiency.

And **Lenovo Managed Services** assists your IT team with any or all of them.

- Device management
- Asset management
- Policy and compliance
- Software and license management
- Patching and software distribution
- Digital experience management
- Predictive/proactive management
- Application packaging
- Virtual desktop



## Smart Managed Security by ThinkShield

Cybersecurity regularly tops the list of what keeps the C-suite up at night - and with good reason. The expanded attack surface presented by a hybrid workforce has proven irresistible to hackers, and malware, ransomware, and phishing attacks are on the rise.

**Lenovo Managed Services** manages every aspect of your workforce's security needs, no matter where they're working.

- Endpoint tracking and wiping
- Endpoint security
- Antivirus and encryption management
- Privilege and license management
- Identity management



## Smart Managed Solutions

The shift to hybrid work has challenged IT teams in a variety of unexpected ways, and many organizations aren't staffed to support them in the long term. In fact, 97% of mainstream businesses feel unprepared for a long-term hybrid workforce environment.<sup>6</sup>

**Lenovo Managed Services** has you covered with everything from onsite services to asset recovery.

- Onsite field services
- Executive VIP services
- Provisioning services
- Asset recovery services
- Professional IT residency service
- Staff augmentation

# The right choice for your IT needs

**Lenovo Managed Services** delivers reliable, flexible, and comprehensive solutions so your IT team can focus on moving your organization forward.



## **Trusted.**

Our customers rely on us as a trusted partner to deliver the support service innovations that increase productivity and operational efficiency.



## **Reliable.**

With **Lenovo Managed Services**, you never have to worry about the changing IT needs of your workforce. We put the right tools in place at the right time so you can focus on your strategic imperatives.



## **Secure.**

Protect your users, data, and devices from deployment through device refresh with industry-leading multilayered solutions.



## **Comprehensive.**

No matter where or how your workforce operates, **Lenovo Managed Services** can keep your users productive and efficient with comprehensive support that covers everything from staffing support through Device as a Service options.



## **Flexible.**

Service solutions shouldn't be a one-size-fits-all proposition. Your team and your users have specific needs, and **Lenovo Managed Services** has the flexibility to adapt to those needs precisely.

# Lenovo Managed Services

## Step into the future of intelligent support.

Contact your **Lenovo Managed Services** specialist today to learn how you can put your IT team back on track and support your organization's strategic goals.

### Sources

- <sup>1</sup> IDG, "State of the CIO," March 2021
- <sup>2</sup> Lenovo and Intel, "Invest in Employee Experience, Drive Your Bottom Line Growth," October 2020
- <sup>3</sup> ISC Cybersecurity Workforce Study 2020, February 2021
- <sup>4</sup> Malwarebytes, "Enduring from Home: COVID-19's Impact on Business Security," 2020
- <sup>5</sup> "Managed IT Statistics Today's Businesses Need to See," marconet.com, July 2018
- <sup>6</sup> "SMB and Midmarket Hybrid Work is Here to Stay — Not so Fast, Says the Data," techaisle.com, April 2021

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