

The image shows the word "Lenovo" in a large, white, sans-serif font. The letters are centered and take up most of the width of the top half of the page. To the right of the word, the letters "TM" are written in a smaller, white, sans-serif font. The background is a dark red color with a repeating pattern of circular, textured elements that resemble the perforated surface of a metal mesh or a similar industrial material. The lighting creates a slight gradient, with the top of the letters appearing brighter than the bottom.

LenovoTM

TOWNGAS IS LIGHTING THE LAMP OF INNOVATION WITH THE RIGHT USE OF TECHNOLOGY

The Hong Kong & China Gas Company Limited (Towngas) leverages emerging technologies to optimize business processes, in partnership with Lenovo.

COMPANY PROFILE

Founded in 1862, The Hong Kong and China Gas Company Limited (Towngas) was Hong Kong's first public utility company. Today, Towngas is one of the largest energy suppliers in Hong Kong, operating with world-class corporate management and leading-edge business practices. Towngas' core business in the territory consists of the production and distribution of gas, marketing, and sale of gas and gas appliances, as well as comprehensive after-sales services.



EMBARKING ON A JOURNEY OF DIGITAL TRANSFORMATION

Towngas takes pride in its rich history spanning more than 150 years, but it has no intention of resting on past laurels. From becoming the first public utility in Hong Kong to introduce a Virtual Customer Centre in 2000 to the application of cloud computing in 2012, as well as a number of emerging technologies in recent years, Towngas has always been at the forefront of technology.

The flurry of boundary-pushing technology-led projects that have taken the spotlight in recent years are not outliers but a part of their thoughtfully conceived digital transformation roadmap. Together, they stand testimony to the company's commitment to innovation and customer-centricity. And for the last 15 years, Lenovo has been a proud partner in this journey.

“Our VR projects are very power-hungry in terms of GPU. We did a deep research and found that the ThinkPad P70 Series was the right fit for us.”

Alex Leung

Assistant System Services Manager, Towngas

BUSINESS CHALLENGE

A NEW REALITY OF FIELD TRAINING

Customer-centricity is a core principle at Towngas. The company is relentless in its pursuit of providing the best possible customer experience. From a 24-hour customer hotline to providing installation and maintenance services within one working day, Towngas is committed to going the extra mile to keep customers happy.

The VR-integrated training module for field operators is yet another stride the company has taken in this direction. The idea was to complement on-field training with Virtual Reality Enabled Training Modules to better empower Towngas engineers and field technicians. However, the project demanded reliable end-user computing devices with sufficiently high graphics processing capabilities. This is where Lenovo stepped in.

LENOVO SOLUTION

MOVING AHEAD WITH THE RIGHT TECH

The search for a technology partner to support this VR initiative led them to Lenovo. “Our VR projects are very power-

hungry in terms of GPU. We did a deep research and found that the ThinkPad P70 Series was the right fit for us,” explains Alex Leung, Assistant System Services Manager at Towngas.

The decision to go with the ThinkPad P Series was a sensible one for Towngas. Fusing the portability of a ThinkPad with the power of a workstation, ThinkPad P Series laptops offer lightning-fast graphics and processing in a surprisingly thin, light package.

“It was an obvious choice for us to go with Lenovo,” he adds. “During the selection process, there were only a couple of brands that met our VR requirements. But since we wanted the solution to integrate better with our existing IT infrastructure, we chose to go with Lenovo.”

While it is too early in the project to share any numbers, Alex is optimistic about the impact this VR integrated approach will have on the quality and efficiency of the training.

“Keep Your Drive is a feature that gives Lenovo the edge over the competitors as it offers us the assurance that the data of our customers is secure.”

Alex Leung

Assistant System Services
Manager, Towngas

BUSINESS IMPACT

THE POWER OF THINK

While the ThinkPad P Series was ideal for the VR project, Towngas has also invested in a number of ThinkPad X1 Carbons for its high-flying executives. “Durable, lightweight and easy to travel with, ThinkPad X1 Carbons fit right into the ‘anywhere, anytime’ work schedule of our executives,” says Alex.

However, performance is not the only thing that Towngas loves about Lenovo. Designed for durability and sustained performance, ThinkPad PCs and workstations offer better manageability and have a lower repair rate when compared to other brands in the market.

Alex Leung is also impressed by the Keep Your Drive (KYD) service provided by Lenovo. “Keep Your Drive is a feature that

gives Lenovo the edge over the competitors as it offers us the assurance that the data of our customers is secure,” he explains.

LOOKING AHEAD

The journey of digital transformation is an ongoing one for Towngas. Alex Leung is excited about the possibilities presented by emerging technologies like AI, robotics, 3D printing and IoT, and is keen on finding impactful use cases for them.

Riding the wave of innovation, the company will continue to embrace and implement new technologies to stay ahead of the competition and to delight its customers in every possible way.

5

reasons

why Lenovo is a difference maker



Trusted around
the world



Expertise across
categories



Choose Lenovo
with confidence

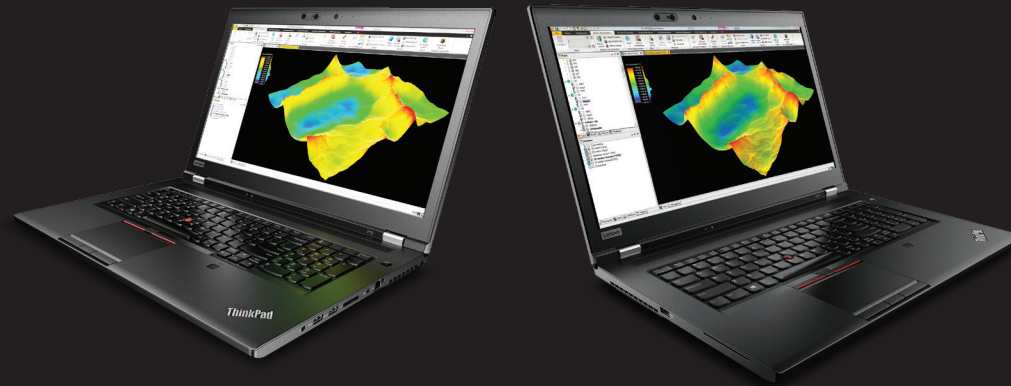


Business-boosting
technology



Flexible support
network

THINKPAD P70 Series



Lenovo™

VR READY

Step into tomorrow's world of professional AR/VR without compromising on mobility. Certified VR Ready by NVIDIA

IMPRESSIVE EXTRAS

Lenovo's award-winning keyboard made better with a redesigned Touchpad. 100+ ISV certified applications at your disposal.

DAZZLING DISPLAY

4K UHD display with IPS technology and nearly 180 degree viewing angles. X-Rite® PANTONE® colour calibration for greater image accuracy.



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