Lenovo
Device as a Service

A refreshingly simple approach to device management

Smarter
technology
for all

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As IT teams have discovered, the modern workplace has become more complex to manage and maintain. From provisioning and deploying devices to addressing everyday IT issues and maintaining security, there's a lot more involved in keeping an increasingly distributed and flexible workforce productive. And there's every indication these changes are here to stay.

At the same time, expectations are rising. IT is expected to do more with fewer resources in less time, and users are expecting the latest devices and accessories as part of their employee experience — all of which leaves IT teams with less time for mission-critical initiatives.

Going forward, 83% of IT decision-makers expect at least 50% of work will be done outside a traditional office.[1]

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A single, simplified solution

Lenovo DaaS can take care of managing your entire device lifecycle so your employees can stay dedicated to your clients. These flexible, customizable programs allow you to include precisely what you need — across hardware, software, services, and support — with one flexible monthly fee to meet your specific business requirements.

Our DaaS offering is structured in three tiers that build on each other, making it easy for organizations of any size to take advantage of its wide range of benefits.

Simplify	Select from industry-leading hardware, plus **Premier Support** with manageable monthly payments.
Accelerate	Streamline configuration and deployment and deliver enhanced user productivity fast.
Transform	Revolutionize your IT organization with expert services and smarter automation.

Lenovo DaaS solutions are customized to match where your organization is on the road to modern IT and how Lenovo DaaS can best complement and support your users and IT team. The result is a tailor-fit program that delivers:

- Industry-leading devices
- ThinkShield built-in security
- End-to-end lifecycle management and services
- Proactive and predictive analytics
- Powerful security management
- A single, predictable monthly cost
- Flexible financing
- Secure asset disposition

Best of all: With Lenovo DaaS, you get one point of contact. One focus of accountability. One predictable monthly invoice.

The best hardware in the business

Lenovo's award-winning devices have your employees covered — from the cell phones in their pockets to PCs and tablets, smart collaboration/videoconferencing, and the data center that keeps your business going.

Depending on your customized DaaS solution, you may also have the flexibility to include other OEM devices in your program with the same management and support options.

The bottom line: Your users get the right device of choice to stay productive and a shortened refresh cycle to keep them happy. In some cases, Lenovo DaaS customers have been able to reduce the average number of devices per user by providing the right devices for the job.

In a recent Lenovo/Intel® study from Forrester, 50% of employees surveyed said their PC devices were out of date or insufficient (e.g., not fast enough, reliable enough, or powerful enough).[2]

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Worry-free lifecycle management

One of the greatest benefits your IT team will see is more time back in their day. With Lenovo DaaS, we can manage as much of the device lifecycle as you like. Your team can focus on innovation and mission-critical objectives, secure in the knowledge that your users are well supported.

We can handle everything from provisioning to asset disposition (removal, data wipe, reuse/recycling).

Enjoy zero-touch deployments that ship directly to your end users' homes.

Premier Support provides your users with 24/7/365 access to advanced support to resolve technical issues.

91% of Premier Support customers indicate they would purchase again.[3]

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Get ahead of IT issues with Lenovo Device Intelligence

But what if you could resolve technical issues *before* they happened? Lenovo DaaS programs can also include Lenovo Device Intelligence, a cloud-based SaaS that incorporates both proactive device insights and predictive analytics capabilities using AI-enabled technology with reporting and dashboard functionality:

Easy-to-read reports and alerts to IT when devices fail (or are at risk of failure)

A single pane of glass for IT admins to see all current device failures and those predicted to fail across their fleet, along with solutions to resolve:
- Hardware issues (HDD, SSD, batteries)
- Blue screens of death (BSODs)
- Issues that cause performance degradation (system slowdown or hang)

Lenovo Device Intelligence Plus adds enhanced insights, alerts, reports, analytics, and more options for issue remediation. For a deeper level of insight into PC health, get increased functionality such as:
- Digital user experience scoring
- Asset optimization insights
- Productivity impact assessments
- Root cause analyses
- Peer benchmark comparisons and more

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Empower your workplace with Microsoft 365

Microsoft 365 is the perfect match for a DaaS solution. As a Microsoft Certified CSP (Cloud Solution Provider), Lenovo can provide your business with the latest productivity apps in a highly flexible and scalable SaaS model.

Enhanced flexibility to meet your evolving needs

Lenovo DaaS is designed to meet the needs of both large and small organizations. We also have vertical experts ready to provide recommendations for solutions tailored to education and healthcare segments. And we can configure solutions for customers who rely heavily on workstations — such as architecture, engineering, health, data science, and others.

Unlike traditional leasing arrangements, select Lenovo DaaS programs give your organization the flexibility to adjust device coverage up or down to your needs. In addition, you can structure your contracts and payments (monthly, quarterly, annually) through Lenovo Global Financial Services to meet your requirements.

The most comprehensive business endpoint security solution in the industry

As the threat surface of your distributed workforce continues to expand, security is more important than ever.

ThinkShield is a seamless end-to-end portfolio of multilayered endpoint security solutions available to all DaaS customers. This fully customizable suite of processes and capabilities protects the full lifecycle of assets, from development to disposal. In addition to a powerful array of built-in platform security features, like self-healing BIOS as well as industry-leading supply chain security, ThinkShield includes best-of-breed solutions from key security partners.

Absolute® software-based endpoint management provides persistent real-time visibility to help manage your entire fleet.

Three levels of customer-managed Absolute solutions (Visibility, Control, Resilience) are available.

Lenovo DaaS customers can incorporate two types of managed solutions where Lenovo monitors your security vitals and provides information back to you through customized dashboards and reports:

• Lenovo DaaS Managed Absolute (our standard offering)
• Lenovo DaaS Managed Absolute Advanced (our premium offering)

SentinelOne® provides autonomous endpoint protection through a single AI-empowered agent that successfully prevents, detects, and responds to attacks across all major vectors.

ThinkShield

/ABSOLUTE® | **SentinelOne**™

Reduce costs and improve productivity

With lower up-front costs compared to traditional procurement methods, Lenovo DaaS enables organizations to accelerate — freeing up financial resources and allowing you to equip more users as you shift from capital to operational expenditures.

But your savings continue throughout your contract. With reduced in-house IT involvement in day-to-day issues, you'll not only free up internal resources and improve efficiency, but you'll also spend less supporting your users — delivering a lower TCO over the life of each device.

And that's on top of the productivity benefits that come from an improved employee experience with reduced downtime, enhanced security, and a planned refresh cycle.

Run the numbers yourself with our
Lenovo DaaS Value Calculator.

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See how simple — and affordable — device management can be

Talk to your Lenovo DaaS representative today or visit **www.TechToday.lenovo.com/DaaS** to learn more about how a customized Lenovo DaaS solution can deliver significant financial and efficiency benefits for your organization.

Sources
[1] Lenovo, "The Future of Work and Digital Transformation" report, February 2021
[2] Forrester, "Invest In Employee Experience (EX), Drive Your Bottom Line Growth, Empower Your Employees With The Right Technology," October 2020
[3] TBR, Premium PC Support Customer Satisfaction Research, March 2020

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