



# Powering business innovation through better employee experiences

## How Device as a Service can inspire what's next

In a recent global survey of nearly 6,000 employees and IT leaders, 60% of organizations were interested in partnering with IT providers for as-a-service solutions like end-user security, hardware and software deployment, and sustainability management.<sup>1</sup>

For IT leaders to truly transform their organizations in today's hybrid work environment, there's one thing they need more than anything else — focus. Modern digital workplace solutions from Lenovo make that possible by delivering easy-to-deploy and easy-to-manage technology wherever and whenever it's needed.



of IT leaders want to work with technology that delivers on the values of the transformed workforce.<sup>1</sup>



Built for what IT needs and users want.

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# Unlocking opportunity with Lenovo TruScale DaaS

As-a-service options are increasing in popularity and can empower both employees and IT teams to be more productive. Lenovo TruScale Device as a Service (DaaS) provides comprehensive, scalable digital workplace solutions with a predictable pay-as-you-go model — all from a single trusted partner — freeing up valuable IT resources for innovation.

The Lenovo TruScale DaaS model allows for quicker upgrades without upfront costs so organizations can future-proof their technology investments while delivering a user experience that matters and being more competitive. Solutions can include the latest devices like the ThinkPad® X1 Carbon with Intel vPro®, An Intel® Evo™ Design, powered by the latest Intel® Core™ i7 processors — built for what IT needs and users want.

## Productivity features of the ThinkPad X1 Carbon:



**Up to 19.5 hours of battery life**



**Communications bar**



**Rapid-charging technology**



**Advanced security options**



**Best-in-class connectivity\***

\*Optional support for 5G



**MIL-SPEC tested for durability**



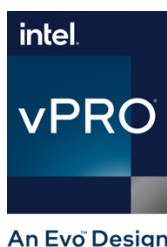
## 1 week per year

**Time lost by small business employees due to outdated PCs.<sup>2</sup>**

Lenovo TruScale DaaS can also include Premier Support Plus for devices with 24/7/365 access to elite technicians for troubleshooting and triaging. Employees stay focused on delivering their best work, and IT teams can direct their efforts at more transformative projects knowing their users' IT needs are taken care of.

Find out how Lenovo TruScale DaaS can reduce your total cost of ownership (TCO) for end-user technology.

[Explore our DaaS Value Calculator >>>](#)



## CHECKLIST

### What to look for in a DaaS provider:

- ☐ Can the provider deliver everywhere you operate?

Lenovo provides support anywhere in the world.

- ☐ Can the provider support all your technology needs?

Lenovo TruScale goes far beyond devices, delivering the industry's broadest portfolio from the pocket to the cloud.

- ☐ Does the solution scale seamlessly?

From the latest end-user devices to infrastructure that streamlines workflows and improves access to data-driven insights, Lenovo TruScale helps organizations quickly adapt to changing conditions.

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# Lenovo Remote Work Enablement — equipping the transformed workforce

The Lenovo Remote Work Enablement solution, available through Lenovo TruScale DaaS, ships a complete, ready-to-go remote office directly to employees wherever they are working.

This easy-to-deploy solution can be quickly customized to match specific tasks, roles, and user preferences, and it can include devices, monitors, accessories, software, and premium services.

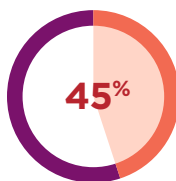
- For data-intensive applications like CAD or analytics, pair a **ThinkPad® P1 Mobile Workstation** featuring the Intel vPro® platform powered by the latest Intel® Core™ i9 processors for an unrivaled business PC solution with the **ThinkVision® P27h-30 monitor**.
- For mobile employees, pair a **ThinkPad® X1 Carbon** — featuring Intel vPro®, An Intel® Evo™ Design powered by Intel® Core™ i7 processors — with the innovative **ThinkVision® M14t** mobile monitor. Or consider the **ThinkBook® 13x**, powered by Intel® Core™ i7 processors enhanced by AI-based technology built on the Intel® Evo™ platform, engineered for mobile performance.
- For multipurpose versatility, the **ThinkPad® T14** powered by the Intel vPro® platform delivers business-class performance and pairs perfectly with the ThinkVision P27h-30.
- The **ThinkPhone by Motorola** brings PC and mobile experiences together. Boost productivity, keep business data safe with trusted security, and protect your investment with proven Think quality.

## Software for Lenovo Remote Work Enablement can include:

- Next-gen AI-powered antivirus and advanced device protection with Lenovo ThinkShield
- Ready-to-provision operating system and essential drivers
- Lenovo Cloud Deploy
- Microsoft Windows Autopilot

## Service options include:

- Custom Fulfillment Services — ship solutions directly to end users with overpack and tied shipments
- Complete configuration — imaging, optimization, drop in the box, BIOS settings, and more
- Accidental Damage Protection — for accidents beyond the system warranty
- Lenovo Premier Support Plus — for 24/7/365 access to elite Lenovo engineers
- Lenovo CO<sub>2</sub> Offset Services
- Hardware and software security assurance — from factory to end user
- Lenovo Sealed Battery Warranty — coverage up to three years



of IT leaders say an all-in-one technology package with hardware, software, and services would be useful when integrating new digital transformation solutions.<sup>1</sup>

## Lenovo Cloud Solutions for Microsoft 365

Simplify your access to Microsoft 365 (M365) licenses by purchasing directly through Lenovo. Our range of cloud-based M365 services and support are available as a service and include:

- **Managed Support for M365.** Our team of Microsoft-certified experts will ensure your applications are running efficiently, productively, and securely.
- **Managed Backup for M365.** Benefit from automatic backup of key data on your M365 apps.
- **M365 Security.** With proactive and automatic updates, your licenses will always be up to date with the latest security and privacy regulations.



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**The right technology needs to support not only different working styles, but different ability levels as well**

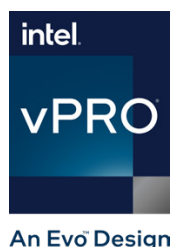
Lenovo is committed to unlocking opportunity for all through the efforts of its Product Diversity Office.

Working across Lenovo businesses and a broad range of diverse users for design validation and feedback, this team is dedicated to helping workers with differing abilities stay engaged through technology. By 2025, 75% of Lenovo's products will be vetted by inclusive design experts to ensure they work for everyone, regardless of physical attributes or abilities.



**75%**

of Lenovo's products will be vetted by inclusive design experts by 2025.



## CHECKLIST

### What to consider when equipping a global workforce:

- ☐ **How many use cases or user types do you need to support?**

Lenovo's industry-leading portfolio has them covered.

- ☐ **What support is available to help remote users set up their equipment?**

The Lenovo Remote Work Enablement solution makes it easy to onboard users with new devices so they can be productive quickly.

- ☐ **How can you support rapid shifts in demand?**

Through Lenovo TruScale DaaS, organizations can scale easily, equipping new users quickly and efficiently.

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# Freeing up IT resources with Lenovo Managed Services

With the shift to hybrid work, many IT teams are challenged with new demands for supporting the workforce instead of focusing on strategic efforts to streamline processes and improve efficiency.

Lenovo Managed Services provide a comprehensive and scalable suite of flexible options to outsource day-to-day management of IT tasks and functions. End users get a premium technology experience from start to finish to help them stay focused and engaged, and IT teams have peace of mind knowing the solution in place can scale seamlessly to meet new demands.

## Lenovo Service Desk

Allow consistent support of hardware, software, and OS to reduce downtime and lower IT costs.

- Omnichannel (consistent support across different vendors, accurate routing)
- Automation (fulfillment requisitions, workflow diagnosis and resolution)
- Self-service (conversational AI, self-service portal)
- Proactive service (issue detection, predictive maintenance)

## Lenovo Managed Endpoint Services

Make the transition to a cloud-first platform and relieve your IT teams of the burden of managing and maintaining IT platforms.

- Management of Windows and other OS
- Device predictive analytics powered by LDI
- Modern IT device management
- Best practices and change management
- Advisory, planning, and cloud migration to transition to Microsoft Intune platform



## Lenovo Managed Security Services

Leverage a team of security experts and AI-powered technology and automation to provide the most effective threat detection, response, and remediation across all technologies.

- Managed detection and response
- Penetration testing
- SOC as a service
- Cyber assessments

## Lenovo Managed Collaboration Services

Unleash the full potential of your Microsoft 365 investment.

- Managed Support for M365
- Managed Backup for M365
- Managed Security for M365
- Cloud Migration for M365

In addition, **Lenovo Premier Support Plus** delivers AI-powered proactive and predictive issue detection, 24/7/365 remote help desk with dedicated, unscripted technical support, and so much more.



of Premier Support customers indicated they would purchase again, and 88% said they'd recommend Premier Support to a peer.<sup>3</sup>



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## SUCCESS STORY

### Banco Galicia: Keeping banking services running smoothly

One of the leading financial services organizations in Argentina, Banco Galicia, provides in-branch, online, and mobile banking services to 4.2 million customers.

**“We decided to outsource support to Lenovo because of their technical capabilities, which have proven to be outstanding. Knowing that we have a team of experts on hand gives us great peace of mind.”**

Fabian Moriano, IT manager, Banco Galicia

[Read the customer story >>>](#)

### A better employee experience starts with Lenovo solutions

With Lenovo TruScale DaaS, Remote Workplace Enablement, and Managed Services, IT teams can deliver a consistently exceptional employee experience no matter where their employees are working.

**Now that's smarter.**

Discover how Lenovo can help your business with digital workplace solutions. [Learn more.](#)



1. Lenovo, “Human-centered Insights to Fuel IT’s Vision,” July 2022
2. J. Gold Associates, “Older PCs in SMB Cost Study — Selected Results,” August 2018
3. TBR, Premium PC Support Customer Satisfaction Research, March 2020

## CHECKLIST

### What to consider when choosing a managed services partner:

- ☐ How much time is spent on IT management?

Consider provisioning, deploying, updating OS and software, and troubleshooting hardware/software issues.

- ☐ How many users are being supported?

What percentage are remote, primarily in the office, or in the office part of the time?

- ☐ What geographies are you covering?

Lenovo supports clients in more than 100 markets around the globe.

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