



Lenovo Solutions & Services

# Smarter delivers complete conferencing solutions

Smart Collaboration Professional Services

By 2025, more than half of G2000 companies will consider remote work equivalent to in-person work.<sup>1</sup>

The decentralized workforce is reality and the need for smarter conference room solutions is more important than ever. **Smart Collaboration Professional Services** deliver trusted, reliable, world-class collaboration solutions so participants who walk in or join remotely are ready to collaborate.

Learn more at [www.lenovo.com/smart-collaboration-professional-services](http://www.lenovo.com/smart-collaboration-professional-services)

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84 percent of meetings include remote participants.<sup>5</sup>

## Are your facilities ready?

**Smart Collaboration Professional Services** offer 7 modular services that can be purchased alone or all depending on your needs:



## Lenovo understands

<b>IT decision-makers</b>	<p>Stay competitive and increase business satisfaction.</p> <ul style="list-style-type: none"> <li>• 80% agree that a cohesive collaboration solution helps them stay competitive</li> <li>• &lt;40% of companies are extremely satisfied with their current collaboration tool set-up.<sup>2</sup></li> </ul>
<b>Facilities managers</b>	<ul style="list-style-type: none"> <li>• Make all meeting participants feel included and increase ease-of-use.</li> <li>• Technical difficulties, subpar audio, poor video quality, and difficulties joining the meeting are the most common detractors of remote participation and user satisfaction.<sup>3</sup></li> </ul>
<b>HR departments</b>	<p>Hire and retain the right people with technology that supports a better employee experience.</p> <ul style="list-style-type: none"> <li>• 83% of global workers favor hybrid work models.</li> <li>• 42% WFH workers are more likely to stay with employers that provide technology that helps them forge connections with co-workers.<sup>4</sup></li> </ul>

With **Smart Collaboration Professional Services**, we deliver personalized conference room solutions and services – from room assessment and design to hardware installation and software onboarding. After implementation, we offer user training, routine check-ins, and maintenance. As ongoing support, our teams of professionally trained agents are available 24/7/365 for global\* technical support.

With **Smart Collaboration Professional Services**, hybrid collaboration works at every location, for every user, every time.

### Assess Service

Conducts a virtual or on-site room evaluation and delivers tailored room recommendations to meet any room size or function.

### Project Management Service

Plans and executes the entire design, implementation, and post-deployment process so organizations, facilities, and IT teams do not have to.

### Training Service

Creates personalized training modules for each organization's specific needs – including, but not limited to, device usage, TSM, and UC training.

### Support Service

Professionally trained agents are available at the Premier Support for Smart Collaboration Call Center. This service provides 24/7/365 global\* support.

### Design Service

Identifies the required user experience for each unique space and creates a list of all hardware, software, and service recommendations.

### Deploy Service

Conducts both on-site and virtual deployments. This service includes existing hardware removal, new hardware/AV system installation, and all software/UC platform set-up.

### Maintain Service

Delivers routine check-ins and easy-to-follow guidelines to ensure updates are installed and to keep the rooms operating smoothly.

\*EMEA, LAS, AP, NA

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### Expertise

Turning over conferencing technology assessment, design, implementation, and support to **Smart Collaboration Professional Services** means an expert Lenovo Representative coordinates the entire collaboration experience modernization and optimization, so you do not have to.



### Reliability

**Smart Collaboration Professional Services** designs the perfect space, deploys all the hardware and software, and provides expert support.



### Easiness

Organizations, facilities, and IT teams need an easy-to-deploy, unified conferencing and collaboration solution and they need it now. With **Smart Collaboration Professional Services**, a single, tailored purchase enables customized end-to-end results.



### User experience

With **Smart Collaboration Professional Services**, every meeting room is equipped the right-fit combination of hardware, software, and ongoing support.

## Try it

Visit us online and use our [Smart Collaboration Room Configurator](#) to find the perfect combination of tools for your spaces.

# Smarter collaboration for the hybrid workplace.

Talk to your Lenovo Representative to see how **Smart Collaboration Professional Services** can help modernize and optimize conferencing solutions, free up IT resources for other core work, and improve employee satisfaction and engagement outcomes.

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1. IDC, "IDC FutureScape: Worldwide Future of Work Predictions 2023." <https://blogs.idc.com/2022/12/07/idc-futurescape-worldwide-future-of-work-2023-predictions/>.
2. Lucid Software, "Improving Collaboration Tools Facilitates Creativity, Innovation, and Profitability," June 2021. <https://lucid.co/resources/ebook/improving-collaboration-tools-facilitates-creativity>.
3. Lifesize, "2019 Impact of Video Conferencing Report." [https://blog.tmcnet.com/blog/rich-tehrani/wp-content/uploads/2019/09/2019-Impact-of-Video-Conferencing-Report-Lifesize\\_FINAL.pdf](https://blog.tmcnet.com/blog/rich-tehrani/wp-content/uploads/2019/09/2019-Impact-of-Video-Conferencing-Report-Lifesize_FINAL.pdf).
4. Accenture, "Future of work research," November 2022. <https://www.accenture.com/us-en/insights/consulting/future-work>.
5. Crestron, "Tackling the Modern Workplace," <https://www.crestron.com/Inbound/Modern-Work-Research-Report>

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