



**Smarter  
technology  
for all**

**Lenovo**

**Lenovo Digital Workplace Solutions**

# **Smarter actively adapts to each employee's unique needs**

Leverage generative AI to enable hyper-personalized and productive workplace experiences

# Why personalization is the future of work

The power to work from anywhere transformed the professional environment.

IT leaders that can enable hybrid workers with optimized employee experiences will elevate their productivity and drive better business outcomes:



Investing in employee experience has been shown to drive revenue gains of as much as 50%<sup>1</sup>, with happier staff being more productive



64% of employees believe their experience with technology impacts their morale, but only 20% of C-suite put budget toward improving the digital employee experience<sup>2</sup>



Gen AI can improve a highly skilled worker's performance by as much as 40% compared with workers who don't use it

But as you look to drive productivity at a global scale, you face challenges around providing the best technologies, maintaining a robust security posture, and managing costs. The services you use to deliver modern work environments must transform to be hyper-personalized, fast, and seamless. To achieve this, a shift in focus from operations to outcomes is required. Service providers must step up to offer maximum ROI and seamless experiences.

<sup>1</sup> Harvard Business Review, How Employee Experience Impacts Your Bottom Line, 2022

<sup>2</sup> Ivanti, Digital Employee Experience Study, 2022

<sup>3</sup> MIT, How generative AI can boost highly skilled workers' productivity, 2023



Lenovo Digital Workplace Solutions does all these things. With Care of One™, our Gen AI-powered service delivery platform, we elevate how modern work environments are run. It drives hyper-personalized workplace experiences that will help elevate productivity, optimize cost, and achieve outcomes better and faster.

## Challenges businesses face in the era of hybrid work

- 1 Embracing new technologies**  
Technologies such as Gen AI are transforming employee productivity. But increasing AI use cases remains a top priority for 78% of CIOs<sup>4</sup>
- 2 Maintaining robust security**  
Almost half of IT leaders cite increasing cybersecurity protection as a top business initiative driving IT investments in 2024<sup>5</sup>
- 3 Ensuring cost-efficiency**  
Faced with squeezed budgets, IT leaders are looking to as-a-service models to streamline costs, with 92% considering adding new as-a-Service solutions to their tech stacks within two years<sup>6</sup>

<sup>4</sup> MIT, Technology Review Insights, 2023

<sup>5</sup> Foundry, State of the CIO, 2024

<sup>6</sup> Lenovo's CIO Survey, 2023





# Lenovo will get you there

Lenovo Digital Workplace Solutions offers easy-to-deploy and -manage technology designed around your users' needs. Our Gen AI-powered Care of One™ platform delivers hyper-personalized solutions at speed to meet the needs of your employees – now and as they evolve.

**As a result, our customers enjoy the following benefits:**

**30%**

improvement in user experience with Care of One™<sup>7</sup>

**30%**

lower end-user support costs<sup>7</sup>

**40%**

of issues proactively resolved<sup>7</sup>

Our collaboration solutions are designed for the era of hybrid work, including end-to-end IT enablement with comprehensive global services for the entire technology lifecycle. Simplify vendor selection and management with the peace of mind of Lenovo reliability. We also provide timely and actionable insights into how your business is functioning and how technology is being used – to inform change management and enable continuous EX improvement.

Don't sacrifice a superior employee experience for cheaper costs – achieve the perfect balance with Lenovo. Personalization means an optimized set-up for individuals, while restricted budgets go further with as-a-service spending. We'll also right-size our services to your requirements, improving sustainability and minimizing energy use.

7. Based on preliminary data collected through Lenovo internal testing

## Care of One™

### Set new standards for user experience

Experience digital workplace solutions designed around your people and the technology they need to be most productive. With Care of One™, Lenovo's comprehensive, Gen AI-enabled Digital Workplace delivery platform, businesses can revolutionize their work environments for transformational outcomes for employees and IT leaders.

Care of One™ takes hyper-personalized experiences to a new level with persona-driven

identification, configuration, and orchestration for an individually tailored approach.

Dynamic, optimized workflows deliver personalized innovation for each employee, with repeatable delivery for continuous optimization of experience and costs. The platform also provides staff with quick and pre-emptive issue resolution via a convenient self-service AI-powered chatbot and other Gen AI capabilities.

# What Lenovo digital workplace solutions offers

## Digital workplace advisory services

We offer support to solve employee experience challenges, improve end-user hardware and software landscapes, and help you deploy solutions that enable optimal digital transformation at speed.

## Persona-based configuration

We'll help you tailor suites of apps and services that align with the needs of each user persona within your organization, for seamless and personalized digital experiences.

## Service desk

Elevate the employee experience with a service desk that understands and anticipates their needs. Care of One™'s Gen AI capabilities provide proactive support, personalized for different devices and apps, including pre-emptive solutions and self-service options.

## Collaboration and productivity

Our pre-packaged, fully integrated suite of apps let you deploy best-of-breed collaboration solutions, seamlessly managed with back-end authentications to empower your workforce.

## Unified endpoint management

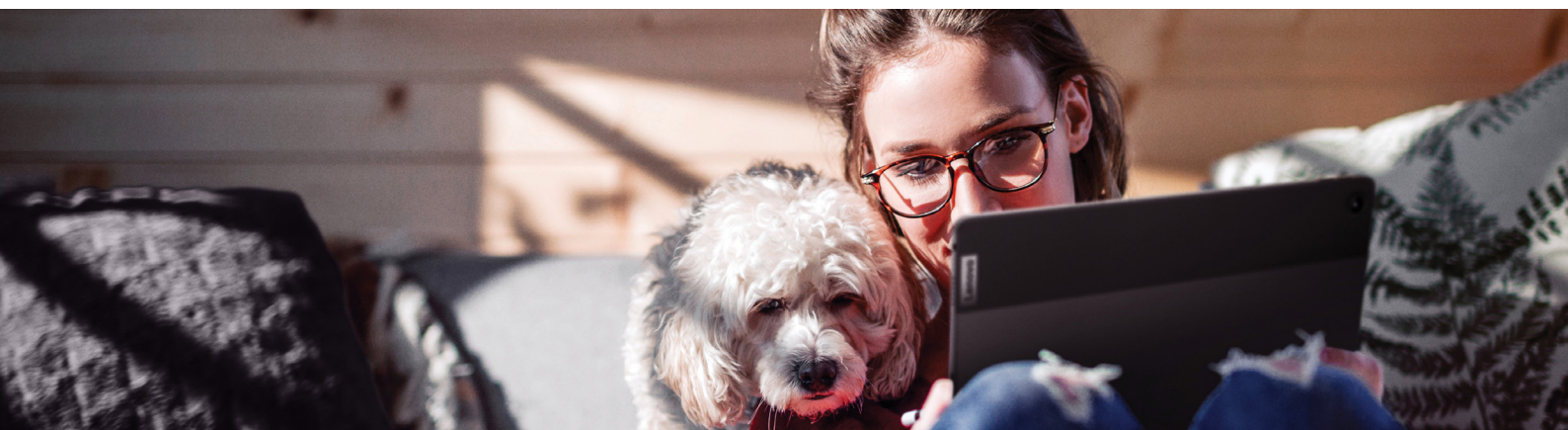
Care of One™ provides a single point of access from which to manage all servers, apps, and workflows. This ensures a cohesive, secure service and enhances visibility over your estate to boost control and help with audits.

## Security

Stay ahead of cyber threats with one global team and one managed service. Lenovo Cyber Resiliency as a Service simplifies the enterprise security ecosystem, providing an as-a-service consumption model that's scalable, always-on, and easy to manage.

## Device as a Service

Your employees are your top investment. And with TruScale Device as a Service (DaaS), you'll redefine the role of technology in the user experience and in your workforce.





# The Lenovo difference



## A complete solution

We deliver Digital Workplace Solutions using Care of One™, our Gen AI-powered technology platform. It can be customized based on the needs of your digital environment.



## Flexible implementation

Design the optimal digital workplace environments for your needs and use Lenovo TruScale to optimize budgets and maximize ROI.



## Robust, trusted security

Care of One™ is secure by design, with best-of-breed tooling. Partnerships with industry leaders including Microsoft help us deliver Cyber Resiliency as a Service.



## Committed to innovation

We are making continuous investments to leverage best-of-breed technology and extend beyond traditional services.



## Reliability through experience

Lenovo is the #1 PC vendor, with clients trusting in the quality of our technology, as well as our best-of-breed supply chains and delivery.



## Outstanding support

Lenovo Service Desk offers proactive, prompt, and personal support. More than 3,200 experts provide 24/7 support across 180+ markets.

## The vision is yours. Get there with Lenovo.

Ready to build the hyper-personalized, ultra-efficient workplace of the future, today?

**Get in touch to learn more and start your journey now.**

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