



**Smarter  
technology  
for all**

**Lenovo**

**Lenovo Solutions & Services**

**Make the most  
of your transition  
to Windows 11**



# Your fleet refresh goes beyond your new devices

Streamline deployment, boost your M365 licenses, and enhance the value of your technology with Lenovo Services.

Your business faces a pivotal moment as the deadline for Windows 11 migration approaches. While this transition brings exciting opportunities, it also poses challenges - from deploying new devices to migrating data and applications, all while keeping users productive and your business protected. **How can you tackle this complex process while minimizing disruptions?**

Lenovo provides complete solutions to simplify your transition journey. With our end-to-end suite of services, your business gains a **trusted partner** through every step, with years of expertise in device deployment and fleet management.

**Shift to Windows 11 with confidence and ease**, counting on us to handle the heavy lifting so you can focus on driving your business forward.

**Partner with Lenovo, today!**














# Deployment solutions: a painkiller for IT headaches

Provision your workforce with ease,  
preserving your internal IT resources  
for business-critical tasks.

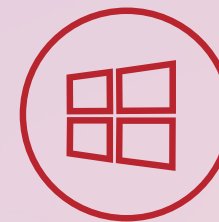
As your end-users demand devices that are ready to be used  
from the moment they arrive, your business needs swift, hands-  
on provisioning solutions.

No matter how robust your in-house IT expertise or dedicated  
support, our services can offer significant time and resource  
savings throughout the deployment of your new fleet.

- |   |   |
|---|---|
|  <b>Image preload</b>          |  <b>Onsite deployment</b>        |
|  <b>Cloud Recovery</b>         |  <b>Custom BIOS</b>              |
|  <b>Asset Tag</b>              |  <b>Image management</b>         |
|  <b>Autopilot Registration</b> |  <b>Workspace setup</b>          |
|   |  <b>Customer Success Manager</b> |

 Standard services  Add-ons

## Migrate your users to M365 and boost productivity, collaboration, and security



### Microsoft 365 Licensing

The apps you want, with the management you need. Simplify your access to M365 by purchasing your licenses directly from Lenovo and deliver productivity and collaboration to your entire team - from end users to IT staff - all for one manageable monthly price.



### M365 Migration Services

Our migration services cover everything from emails, SharePoint, OneDrive, and Teams data, providing a safe solution that ensures business continuity while mitigating possible risks and enhancing the security of your data.



### M365 Backup

Lenovo will provide comprehensive, automated data backup and managed recovery - both at a user level for Microsoft Exchange and OneDrive, and at an organizational level for SharePoint and Teams.



### M365 Managed Support

Managing, monitoring, and optimizing Microsoft 365 can take a toll on your IT team's time. With Managed Support for M365, we reduce the complexity of deploying and managing your licenses and help your users harness its power with less of a burden on IT.

# Fight downtime, increase productivity, and manage your IT's carbon footprint

In an era where digital landscapes are constantly evolving, providing support to your hybrid workforce and acting towards your sustainability goals is paramount for employee satisfaction. Your staff expect fast, reliable devices to help them connect, collaborate, and create - whether in the office, at home, on the road - or anywhere in between.



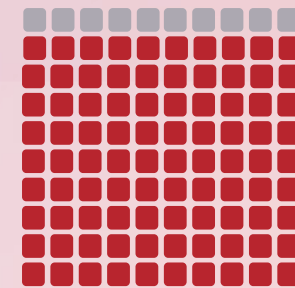
## Lenovo Premier Support Plus

- AI-powered preventative issue detection.
- Hardware and software support - anytime, anywhere.
- Direct access to L2 technicians through chat, phone, or email.
- Next business day onsite and parts prioritization.
- Single point of contact and simplified escalation.
- Accidental Damage Protection.



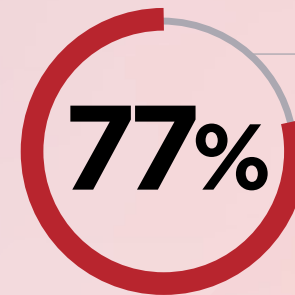
## Lenovo CO<sub>2</sub> Offset Services

- Offset your carbon emissions at the purchase.
- Tangible contribution to climate action projects.
- All device-related emissions throughout lifecycle usage.
- Dashboard with the overview of your offset metrics.



# 90%

reduction in the cost of device repair.<sup>1</sup>  
**Start saving today.**



# 77%

of IT staff time is dedicated to support and maintenance.<sup>2</sup>  
**Give this time back to your team.**



# 99%

accuracy at pinpointing applications causing performance degradation.<sup>1</sup>  
**Prevent issues before they happen.**

We have helped customers offset more than  
**1 million metric tonnes** of carbon dioxide associated with the purchase of their IT equipment.<sup>3</sup>

(1) Lenovo internal data, based on the cost of device repair and Lenovo Device Intelligence success stats.

(2) US SMB Managed Services Survey, Techaisle.

(3) Lenovo ESG Report - 2023

# Deliver a hyper-personalised and flexible workplace experience

Delivered through our AI-powered Care of One platform, our **Digital Workplace Solutions** empower your workforce, maintain your competitive edge and reduce operational costs.

 **50%** **Faster time to productivity.<sup>1</sup>**

 **20%** **Reduction in calculated IT costs.<sup>2</sup>**

 **15%** **Higher revenue retention.<sup>3</sup>**

## Transformational user experiences that boost transformation while reducing operational costs

Our flexible suite of managed services is designed to solve employees' challenges, helping you deploy a solution that enables digital transformation at speed. Empower employees to do their best work with a digital workplace culture that gives them seamless collaboration, increased efficiency, and productivity.



### Care of One

Service delivery platform that gives customers insights into end-user technology preferences and behaviors, and supports employees in a highly automated, hyper-personalized manner.



### Service Desk

Transform your business with next-generation technology, automation, and tools that free up your IT Support teams and leverage external expertise to deliver business efficiency.



### Unified Endpoint Management

Takes care of the everyday updates and patches of your company's modern tools under one centralized platform, keeping you secure and freeing up time for your IT team to focus on critical tasks.



### Device as a Service

With TruScale Device as a Service, your business can leverage our flexible financial services to minimize up-front costs and redefine the role of technology in the user experience and in your workplace.

(1) Based on internal comparisons between hardware deployment with Lenovo DWS vs to traditional hardware deployment processes.

(2) Calculated with LDI+ ROI calculator assuming 25K employees with 49K devices under management.

(3) The total economic impact of ServiceNow (2022), by Forrester Consulting. Actual savings may vary.

# Increase cyber security and respond to threats in seconds

Lenovo and Microsoft collectively provide a full spectrum of security solutions to contain threats and ensure business continuity.

Cyber threats just keep on coming. Their numbers are growing, their threat levels are more damaging with the use of AI, and their complexity is increasing massively. Addressing all these vulnerabilities and gaps, while managing multiple vendors might be a challenge, **so don't get lost in complexity: leave it with Lenovo.**

Lenovo takes the burden off your IT teams – strengthened by our alliance with **Microsoft Security Copilot**. We leverage AI to provide a 360-degree resiliency as a Service model that simplifies cyber security and drives efficiencies at scale.



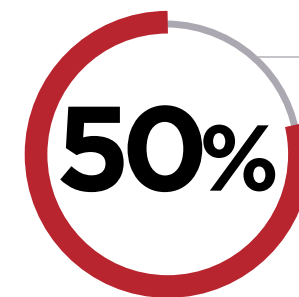
## Cyber Resiliency as a Service

Combine the power of the Microsoft security stack with Lenovo's fully managed services, and provide end-to-end security through an as a Service consumption model.

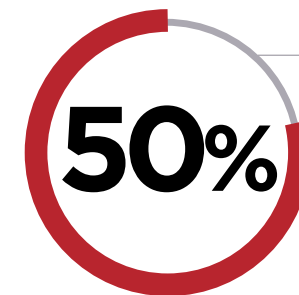


## Security solutions, managed by Lenovo

- Lenovo ThinkShield.
- Microsoft Defender.
- Microsoft Sentinel.



less risk of data breach.<sup>1</sup>  
**Protect your data for business continuity.**



reduction in management time due to improved security processes.<sup>1</sup>  
**Relieve your IT teams.**

In a study<sup>2</sup> to measure the productivity impact for “new in career” analysts, **participants using Microsoft Security Copilot** demonstrated:



(1) The Total Economic Impact of Zero Trust solutions from Microsoft, 2021. Forrester Consulting, commissioned by Microsoft.  
(2) Microsoft Security Copilot randomized controlled trial conducted by Microsoft Office of the Chief Economist, November 2023.



# Lenovo: a single-vendor solution for your Windows 11 migration

Lenovo provides a one-stop shop experience for your Windows 11 migration, giving you access to the products, software, and services you need, and delivering world-leading support and industry expertise.

As an authorized Microsoft re-seller and Cloud Solutions Provider (CSP) doing business in over 160 countries, Lenovo delivers world-class support and expertise throughout your migration process.



Single vendor experience



Licensed vendor with best-in-class pricing



Integrated security solutions



Support for Microsoft applications

**+5k** Mailboxes migrated every month, in partnership with Microsoft





# A seamless move to the future of work

## Windows 11 Migration Service

Migrating is an advantage – so, do it confidently. With Lenovo, you have the unique advantage of migrating early to unleash the potential of Windows 11, before support ends for Windows 10 in 2025.

Leverage our deep expertise and experience to make your Windows 11 migration journey smooth and effortless. Start with our Lenovo Assessment Service for Windows 11, where a Microsoft-certified expert will help you establish the scale and scope of your migration.

You'll then receive a customized report to help you decide, in your own time, if and when you want to move forward. And when you're ready, here's how it'll look like:

### **If it's a pre-defined and standardized service:**

- Base setup: We check you meet all prerequisite for the migration. Then, we set up a tailored configuration, assisting with deployment, and defining your end-to-end Windows Autopilot experience process.
- We'll then design a Windows Lifecycle Management Strategy, including updates and automatic deployment policies you may need in the future.
- Deployment: We upgrade all machines to Windows 11 using Microsoft Intune, in batches. We onboard the fleet through Endpoint Analytics.
- We end with a User Acceptance Testing to sign off a successful migration.

### **If it's a custom migration, we can introduce some optional add-ons, such as:**

- App packaging and device
- Configuration Manager or Intune Deployment
- User Profile Data Migration
- Changes to firewall and networking
- Support for any third-party app-related issues
- Hardware and software procurement
- Any third-party integration and configuration





# **Smarter** accelerates the business outcomes of your Windows 11 migration

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**Lenovo**

Lenovo is your trusted partner to guide, support, and manage your OS migration - from providing and provisioning your new fleet of devices, to supporting your workforce and managing your digital workplace. Experience, expertise, enterprise-strength capability, and a dedicated team of experts to support your journey make us your best vendor choice.

**Contact our experts today and start your transition to a more productive, collaborative, and secure digital workplace.**

Windows 11 migration with Lenovo - Solutions E-book - 033024 - Eli - LZ - StudioAI

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**Microsoft**