Lenovo
Services

Smarter
drives
business
transformation

**Smarter
technology
for all**

Lenovo

Our Story
So Far

A FORTUNE

500

COMPANY

PRESENT IN

180

**MARKETS AND
GROWING**

6,500

**GLOBALLY RECOGNIZED
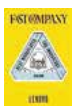PATENTS**

WON

89

**AWARDS & RECOGNITIONS
IN 2020 ALONE**

**LISTED ON
CORPORATE KNIGHTS 2020**

100

**MOST SUSTAINABLE
CORPORATIONS**

Optimize Your Entire IT Ecosystem

Enhance every aspect of your IT ecosystem with our dedicated lifecycle support services. From planning to IT asset recovery, we drive agility and improved outcomes based on industry-leading solutions and our expertise in smart innovation.
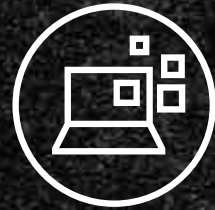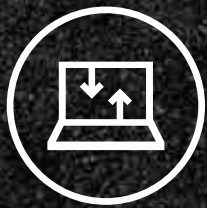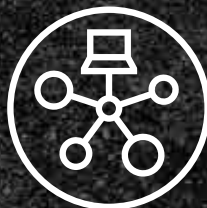
LENOVO DEVICE AS A SERVICE
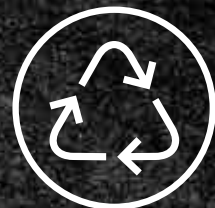
PLANNING SERVICES

CONFIGURATION SERVICES

DEPLOYMENT SERVICES

SUPPORT & PROTECTION SERVICES

MANAGED SERVICES

ASSET RECOVERY SERVICES

LENOVO THINKSHIELD

PLANNING SERVICES

Get Lenovo experts to optimise your business and address pain points

Services attached to an organization's devices cannot be rushed or completed piecemeal. Lenovo experts will work alongside your team to plan and craft strategies on how Services will be deployed to address your specific business goals.

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Four Pillars of Planning Services

We understand the need to be meticulous when it comes to creating strategies to address your pain points. Our 4 core-components will ensure all relevant aspects of your business are covered.

1. MODERN IT WORKSHOP

We will conduct an end-to-end, in-depth audit of your current PC deployment model and internal process flows. Our experts will then identify operational inefficiencies and optimize them to reduce PC deployment time by 80% thereby saving your IT budgets.

2. WINDOWS 10 TRANSITION SERVICES

Lenovo's Transition Services will ensure your business is prepared to adapt to a new platform by designing a deployment plan after assessing your technological needs and readiness.

PREPARE →

- Assess technology needs
- Application remediation
- Identify the impact of Windows 10

CONFIGURE →

- Evaluate business & user challenges
- Manage technical imaging

DEPLOY

- Manage hardware installs
- Handle OS migrations
- Facilitate end-user training
- Minimize disruptions & maximize productivity

3. MICROSOFT MODERN WORKSPACE

Lenovo's Microsoft-certified experts will work with you to understand your current – and – future business needs, providing end-to-end consultation and implementation services, thus helping you take full advantage of the Microsoft technologies and best practices.

4. ASSET MANAGEMENT & OPTIMIZATION

Proactive management for all IT asset needs—from patch updates for drivers, firmware and application to device performance optimization.

CONFIGURATION SERVICES

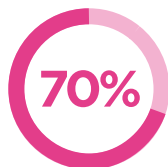## Ease your device configurations with a modular, scalable & automated service

Our consultative "engineer-to-customer" model ensures that a team of our best engineers are available to address your organization's needs. They will provide custom solutions, plan automated PC deployments, and configure devices to your specs.
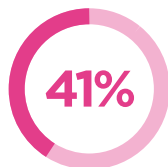
READ MORE

With Lenovo Configuration Services, get the most from your investment by reducing operational costs, minimizing downtime, and getting employees productive with their new PCs.
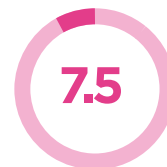
CONFIGURATION SERVICES HAVE A DIRECT IMPACT ON YOUR BUSINESS

70% of IT professionals consider external PC service important*

41% of businesses say external PC service reduces the cost of IT*

7.5 Total work hours saved, per device, using Lenovo Configuration Services**

* - US SMB Lenovo Managed Services Study 2018, Techaisle
** - Lenovo ADS study (total hours spent, across all IT and end-user staff, deploying a device compared to Lenovo ADS)

1. CUSTOM IMAGE SERVICES

Lenovo works with your team to define your company's unique needs and creates a custom image that works flawlessly in your environment. Eliminate manual image loads by IT team and minimize end-user disruptions when machines are deployed with Custom Imaging Services by Lenovo.

2. CUSTOM BIOS SERVICES

Lenovo captures the customer-defined requirements, customizes each BIOS setting (administrative passwords, boot order, port settings, device settings, and more), and deploys them on your systems. Lenovo can even place your company logo in the background view as the system boots.

3. WINDOWS AUTOPILOT

Windows Autopilot simplifies the way devices get deployed, reset, and repurposed, with an experience that is zero-touch for IT, thus freeing your IT teams for more challenging work.

4. RTP / RTP+

Manage the deployment and control of device fleets for a fraction of the manual imaging cost and effort. Lenovo's Modern IT approach offers a clean version of the OS load with customization, thus providing your organization with the right business tools.

5. ADVANCED DEPLOYMENT SERVICES

Advanced Deployment Services Cloud Provisioning is a portable, self-contained provisioning solution that includes deployment automation for a simple, out-of-box experience. Lenovo's deployment wizard completely automates manual tasks – network domain joins, account creation, printer setup, regional settings, and data migrations.

6. ASSET TAGGING

With Lenovo's information-rich, tamper-resistant asset tags, you can streamline inventory management and deter theft. Assets get tagged in Lenovo's Global Device Provisioning Services, so users get their PC along with a unique ID out-of-the-box, thus ensuring you can track devices and asset information whenever needed.

DEPLOYMENT SERVICES

Simplified devices deployment, reset, and repurposing with minimal oversight from your IT team

Lenovo's deployment services are outcome-based and tie closely to your business needs, including PC refresh, reconfiguration, and relocation requirements.

READ MORE

1. MANAGED DEPLOYMENT

Partnering with Lenovo can ensure maximum productivity for your employees with minimal interruption and downtime. Whether it's a refresh, mass migration, or in-place upgrades, Lenovo offers simple end-to-end solutions for PC deployment.

2. SOFTWARE AND TECHNOLOGY TURNKEY

Get access to onsite technical support from our expert engineers who can handle desk-side deployment needs, network issues, software installation & deployment, and more.

3. DEVICE AND CONFIGURATION UPDATES

Take advantage of Lenovo's Managed Installation Services and ease your IT process.

4. ASSET VERIFICATION SERVICES

Verify and keep track of your IT assets in one place

5. IMAC (INSTALL, MOVE, ADD, CHANGE)

Lenovo's IMAC services are delivered by skilled engineers and project managers who can assist with the installation of new hardware or software, verification of new systems, moving existing equipment to new locations, adding new accessories (memory or process upgrades), and with changing existing PC configurations.

Having a seamless experience with their technology — regardless of place or device — has grown to be perceived as a benefit for employees.
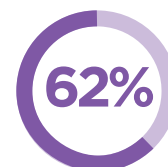
DRIVE THE EFFICIENCY OF DEVICE DEPLOYMENT AND EASE THE BURDEN ON YOUR IT TEAMS

33% consider companies that provide the latest tech and tools as the "best" workplaces*

48% of companies say they have more apps than the business requires*

62% of businesses believe that outsourcing deployments help their IT teams be more productive**

Sources:
* - Gensler
** - US SMB PC Deployment and Managed Services study, Techaisle, September 2019

SUPPORT & PROTECTION SERVICES

Keep your devices performing at peak performance – anytime, anywhere

Lenovo's rich portfolio of support and protection services ensures maximum uptime in an always-on work environment.
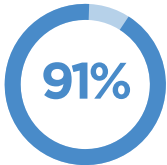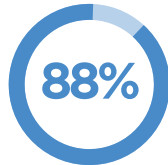
READ MORE

1. PREMIER SUPPORT

Boost productivity, limit PC downtime, and take the pressure off your IT teams. Get 24x7x365 unscripted support with direct access to tech experts who provide faster, first-time resolutions and manage your case end-to-end.

HOW DOES LENOVO PREMIER SUPPORT MEASURE UP?

91% of our customers say they would purchase Premier Support again.

88% of Lenovo customers would recommend Premier Support to a peer.

Lenovo Premier Support meets or exceeds its peers in **20 of 21** attributes around the PC support experience.

* - US SMB Lenovo Managed Services Study 2018, Techaisle
** - Lenovo ADS study (total hours spent, across all IT and end-user staff, deploying a device compared to Lenovo ADS)

2. WARRANTY UPGRADES / EXTENSIONS

Lenovo's portfolio of warranty services protects your hardware and helps you minimize unplanned PC maintenance costs. Upgrade to depot / onsite service that best fits your budget and in-house capabilities, thus keeping PC downtime to a minimum.

3. ACCIDENTAL DAMAGE PROTECTION

Lenovo's Accidental Damage Protection service covers accidents beyond the system warranty and protects your devices from non-warranty operational or structural failures incurred under normal operating conditions.

4. SEALED BATTERY WARRANTY

Get a new battery whenever you need one. If a device battery fails, this warranty equips you with a brand new one at a much lower cost than buying a replacement.

5. KEEP YOUR DRIVE SERVICE

Dispose of data on your own terms. If your hard drive fails, Keep Your Drive allows you to keep the defective drive before handing the PC over to Lenovo for repair, thus mitigating any risks associated with a data breach.
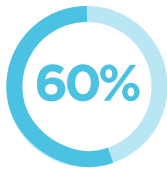
MANAGED SERVICES

Effectively manage your IT assets for compliance and security with Lenovo's Managed Services and Software solutions

Lenovo service professionals will remotely monitor and manage your fleet PCs to enhance security and compliance while ensuring maximum performance and stability. Get continuous monitoring of IT assets, recommended updates & patch management, capacity planning, and performance management with one service.
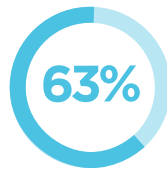
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The Need For Modern IT Management Models

60% of IT professionals are missing key information in their IT asset management program*

63% of companies cannot monitor off-network endpoints*

20% of IT professionals don't have insights into which assets are out of date*

OVERSEE YOUR IT ASSETS AT EVERY INSTANCE IN THEIR LIFE CYCLE – FROM SECURITY AND COMPLIANCE MONITORING TO ASSET RESALE.

Sources:
Survey conducted by Ivanti, 2019 & Ponemon Institute research

LENOVO SMART FLEET SERVICES

Managing your IT assets at scale can be a significant challenge. Introducing Lenovo Smart Fleet Services, our comprehensive IT asset management solution that helps you secure and control your endpoints (hardware and software), monitor for compliance and security, track assets in real-time, and optimize end user experience – all from a single pane of glass.

Lenovo Smart Fleet Services offers a comprehensive IT asset management solution drawing upon industry-leading software solutions and is integrated seamlessly to our services and hardware.

ABSOLUTE

Secure your data, manage and track assets, on or off your corporate network, with the only security solution in the world built into the BIOS level. The software self-heal capability enables user productivity without the burden to your IT resources.

SENTINELONE

Protect your entire IT infrastructure with AI-based, next-generation endpoint detection and response security. SentinelOne offers a single platform to prevent, detect and respond across all of your enterprise assets, at machine speed.

FILEWAVE

Break down IT silos and create efficiency across common workflows, using one platform to save time and simplify endpoint management for all devices, across brands and operating systems.

LENOVO DEVICE INTELLIGENCE

Intelligent digital experience monitoring solution which predicts, prevents and solves common PC health issues causing device failures. Spot the signs and swiftly address potential problems – at scale.

It's time for ThinkShield – Smarter Security for Business

ThinkShield is Lenovo's security portfolio of hardware, software, services and processes across device protection, threat and data protection, and security management and are fully customizable to keep your business ahead of dangerous and costly data breaches.

SECURITY BY DESIGN

Security begins in R&D and extends through our supply chain and the lifecycle of every device we build.

SECURE SUPPLY CHAIN

Rigorous supplier vetting assures that every step of the manufacturing process is controlled, audited, and tamper-proof from our facility to your employee's desk.

HOLISTIC PROTECTION

Built-in ThinkShield Platform Security with Self-Healing BIOS features automatically restores endpoint devices to a clean, pre-breach state.

DATA ENCRYPTION

Whether data lives on a device hardware or in the cloud, ThinkShield protections – including WinMagic – can encrypt it from end to end so sensitive data can be safely shared Next-generation antivirus protection

Microsoft Modern Workplace Solution by Lenovo

EXTEND THE REACH OF FLEXIBLE WORKING

Designed for an age of flexibility, enabling your employees to work from anywhere, using any device, while keeping your network secure.

WORK FROM ANYWHERE IS THE FUTURE

Open your business up to new opportunities for growth. Providing your workers with access to the latest Microsoft technologies can enhance collaboration, productivity and overall business agility. You can easily adapt to the needs of remote workers, enabling them with effective, cloud-based solutions that don't compromise on network security.

BUILDING YOUR MODERN WORKPLACE WITH LENOVO

Whether standalone or as part of a wider solution, the modern workplace unlocks productivity. From consultation and planning, through deployment and ongoing management, we help you get the best result from powerful Microsoft solutions.

ASSET RECOVERY SERVICES

A single-source solution for the safe and secure disposal of IT assets

Avoid unnecessary environmental and data security risks that come with asset disposal by opting for Lenovo's Asset Recovery services.

READ MORE

Left unattended, asset disposal can easily become a costly and resource-intensive problem.

Lenovo's Asset Recovery Service (ARS) helps you mitigate the environmental and data security risks associated with end-of-life asset disposal. ARS offers a single source-solution for the secure, documented disposition of IT assets and data, and can be customized to address the unique needs of your organization worldwide. Our Lenovo experts will assist you in the development of a sustainable corporate disposition strategy for any technology hardware, with a range of asset disposition options, including certified and documented validation of inventory and repair.

DISPOSAL OF SENSITIVE INFORMATION AND OBSOLETE EQUIPMENT WITH LENOVO'S ASSET RECOVERY SERVICES

Reverse logistics and packaging

Securely transport assets from its location

Processing to receive, test and prepare equipment for resale

Recycling to ensure proper disposal for obsolete equipment

Certified data destruction according to NIST, DoD or on-demand

Client portal for easy pick-up requests and tracking

Single point of contact and detailed reporting

Return value for re-marketable assets

Flat rate shipping

LENOVO DEVICE AS A SERVICE

One point of contact.
One focus of accountability.
One predictable monthly invoice

With Lenovo DaaS, the IT buck stops with us. By grouping hardware, software, configuration, security and services into a single monthly fee – Lenovo DaaS removes complexity.

READ MORE

Lenovo Device as a Service can scale with your business, so you can add or subtract devices of your choosing without any effort.

1 . **INDUSTRY-LEADING DEVICES**
2 . **END-TO-END LIFECYCLE MANAGEMENT AND SERVICES**
3 . **FLEXIBLE FINANCING**
4 . **THINKSHIELD BUILT-IN SECURITY**
5 . **A SINGLE AND PREDICTABLE MONTHLY COST**
6 . **SECURE ASSET DISPOSITION**

WHY CHOOSE LENOVO DEVICE AS A SERVICE

MORE CASH FLOW

Lenovo's Device as a Service lowers the total cost of ownership (TCO) figure so you can outline more strategic decisions regarding future investments.

MORE SCALABILITY

Whether growing or downsizing, you pay only for what you need, when you need it. You'll no longer be stuck with obsolete hardware.

MORE PRODUCTIVITY

With Lenovo Device as a Service, your organization can access the latest technology and avoid costly repairs and productivity delays from aged devices.

MORE MOBILITY

Lenovo's Device as a Service model bundles a variety of software and services designed to enhance a user's mobile experience.

Smarter technology for all

Lenovo