

People-first AI for smarter outcomes

Deliver smarter AI with
Lenovo Services

Smarter
technology
for all

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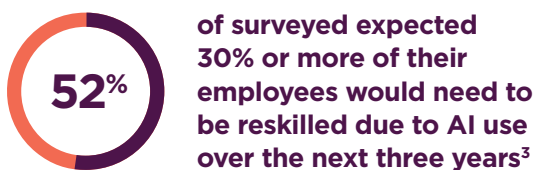
AI is transforming business — but success still depends on people. **Lenovo's AI Adoption and Change Management Services** helps you assess AI readiness, upskill employees, drive engagement, and maximize ROI through proven, tailored strategies rooted in decades of global change expertise. Because AI isn't just about technology — it's about empowering your workforce.



of surveyed reported the state of AI is in limited production or production at scale (vs 29.6% the prior year)¹



feel that their employees have the right skills to adopt AI²






Breaking down the barriers of implementing AI

For many organizations, AI remains in its infancy. In fact, CEOs report that only 25% of AI initiatives have delivered expected ROI over the last few years.⁴

The challenges of strategically implementing AI go beyond the financial.

True AI success requires more than technology — it demands a strategic approach that equips employees with the tools, knowledge, and mindset to thrive. Lenovo helps organizations transform cultures not ready for AI into ones that fully leverage AI to supercharge productivity and business outcomes.

3 key challenges

-  Lack of ROI from AI investment
-  Leadership believes their employees aren't ready for AI
-  Employees receiving inadequate AI support

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Lenovo AI Adoption and Change Management Services

Go from AI wilderness to the land of Smarter AI for all

AI promises to streamline work — but scaling AI across an organization is complex. Lenovo's suite of **AI Adoption and Change Management Services** meets you wherever you are on your AI journey. From designing new processes and training your workforce to overcoming cultural and organizational barriers, Lenovo helps integrate AI seamlessly into your operations. The result: a workforce empowered by AI and a business ready to achieve real, measurable outcomes.

AI Adoption Services

With **Lenovo AI Adoption Services**, your organization can fast-track AI adoption and realize value sooner. Our comprehensive strategy delivers process design, targeted training, and ongoing support to ensure seamless integration and effective use of AI solutions.

EXAMPLE

We align on adoption goals, establish KPIs, and gather data to inform strategy. Then, we create tailored plans for each persona and use case. Through hands-on training and targeted communications, we drive understanding and engagement, making the “why” behind AI adoption clear and compelling.

Process



Define objectives

Align AI goals, KPIs, roles, and responsibilities.



Gather data

Analyze departments and roles to identify high-value use cases.



Identify personas

Tailor training and communications to distinct user needs.



Select champions

Empower key influencers to lead adoption across teams.



Implement and iterate

Enable users through training, monitoring adoption, gathering feedback, and adapting.



Scale and support

Expand successful initiatives, measure results, and refine strategies.

Change Management Services

From leadership to end-users, Lenovo **AI Change Management Services** ensures everyone is ready for AI with a structured, people-first approach.

EXAMPLE

Rolling out an AI-powered service desk tool to automate ticket resolution and improve IT support efficiency by identifying key blockers, providing a Change Management Plan including engagement strategy, “train-the-trainer” sessions, onboarding workshops, and continual improvement.

Process



Cultural Readiness Index

Assess leadership and organizational preparedness.



Assessment and planning

Identify challenges and define change strategies.



Strategy development

Create stakeholder engagement and adoption plans.



Implementation

Conduct AI-specific training and skill-building initiatives.

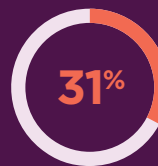


Closure and continuous improvement

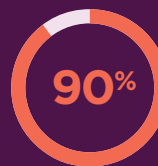
Evaluate effectiveness and plan for long-term success.

USE CASE

Lenovo deployed Microsoft 365 Copilot+ licenses across the organization to help drive productivity among its employees. To help overcome low adoption rates and unfamiliarity of Copilot features, the AI Services team implemented the GenAI Adoption framework to a select group delivering:



higher productivity over control delivering 3.5 hours saved⁵



of users use Copilot daily and report that their productivity improved significantly⁵



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AI powered by people

With **Lenovo AI Adoption and Change Management Services** implemented throughout your business, you'll experience a culture ready for innovation, employees equipped for change, and AI delivering its full potential.

What we deliver



Defined and aligned outcomes for AI enablement



Workforce and technology optimized for AI



Culture shifts toward AI readiness

Trust your transformation to Lenovo

With deep AI leadership experience, a global network of **AI Innovator partners**, and the **Lenovo AI Center of Excellence**, Lenovo helps you maximize AI's value across your organization — systematically, strategically, and sustainably.

Our tailored strategies accelerate change, drive adoption, and unleash full AI potential.

Why we're different



Customized training

Tailored programs for different skill levels



Change management

Expertise in smooth transitions and fostering innovation



User-centric design

Solutions designed with end-user input for better usability



Ongoing support

Continuous support and feedback loops for improvement



Ethical AI

Commitment to transparent, fair, and unbiased AI practices



Proven expertise

In-house proficiency and a successful track record

Contact your Lenovo sales representative to learn more about our AI Adoption and Change Management Services.

Sources

- 1 Randy Bean Data. 2025 AI & Data Leadership Executive Benchmark Survey, December 2024
- 2 PwC, Emerging Technology Survey, 2023
- 3 McKinsey, "The state of AI: How organizations are rewiring to capture value," March 2025
- 4 IBM, "CEOs Double Down on AI While Navigating Enterprise Hurdles," May 2025
- 5 Lenovo SSG Transformation Office, "M365 Copilot Adoption: Optimizing AI adoption with expertise," January 2025

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