

Smarter sets new standards for employee experience

With Care of One™, the new Gen AI-powered delivery platform for Lenovo Digital Workplace managed and professional services, the modern workplace just got smarter.

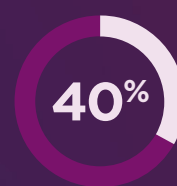
Care of One™ uses Gen AI to identify, configure, and orchestrate workflows according to individual employee personas. This means a hyper-personalized experience for your employees, elevated productivity for all, and the automation of tasks and workflows across your business environment.



improvement in
user experience¹



lower end-user
support costs¹



of issues
proactively
resolved¹

The key capabilities creating smarter workplaces

Full data integration

Care of One™ automates tasks, actions, and knowledge retrieval across all your domains, generating responses and summaries across all data sources and business apps, with 500+ pre-built SaaS integrations.

Hyper-personalized experiences

Care of One™ hyper-personalizes workplace experiences, tailoring responses based on user persona data sources such as support preferences, technology activity, job role, and personal hardware and software diagnostics.

Proactive support

Care of One™ delivers proactive notifications with recommendations to users on a range of issues from battery degradation to software utilization, to crash management – helping users to stay informed, prepared, and productive.

Gen AI assistant

Care of One™ streamlines user experiences with a Gen AI virtual assistant that lives within your professional ecosystem, providing a unified interface for any user request across multiple domains, channels, and languages.

Automated workflows

Care of One™ reduces resolution time and boosts user efficiency by understanding requests in natural language and triggering AI workflows to automate tasks and eliminate redundant and repetitive tasks.

Personalized, accurate resolutions

With a domain-specific LLM grounded in your data, Care of One™ ensures accurate, personalized, and contextually relevant resolutions every time.

Care of One™ in action

Integrations with other applications

Proactive notifications on device telemetry

L

Hey Mark! We notice that your device **Lenovo ThinkPad T14s Gen 2** has 156 corrupted files. Would you like to take action on this?

Yes

L

Thanks for confirming.

You can take a look at these files [here](#). Would you like to **Restore** or **Delete** these files?

Restore

Delete

I want to restore all files

L

Okay, good news! Your files have been restored.

By the way, it is highly unusual to see such a large volume of corrupted files.

Do you want to run a diagnostic on your computer **Lenovo ThinkPad T14s Gen 2**?

Yes

L

We noticed some issues with your device battery. Please find your battery specifications below. Would you like to order a new battery?

Proceed

My laptop does not work if not plugged in

L

To resolve this issue, you need a new battery for your laptop.

Do you want to go ahead and place an order for a new battery?

Yes

L

Well, here is the battery that suits your laptop model:

Lenovo ThinkPad T14s Gen2

Would you like to have this laptop delivered to your home address or pick up from the **Palo Alto** office based on your location?

Office

Home

Home

L

Here are the details we have on file for your home address.

Address 1*
1200 California Street

City*
Mountain View

Yes, that's my address!

L

Your order has been created!
Please see the tracking details below:
Tracking Number: 9610 1385 2890

Great

Crash management and support orchestration

L

⚠️ KERNEL_SECURITY_CHECK_FAILURE ⚠️

I have identified a list of devices that need immediate attention, as they have not been fixed in the past week, these devices are frequently facing Blue Screen of Death (**BSOD**)

The report can be viewed here - [View Complete Analysis?](#)

Create ticket to update driver

L

Alright, I've created a support ticket and assigned it to the appropriate team. They will review the issue and work towards a resolution.

INC0027949

Title	Kernel Security Check Failure Resolution
Description	Request for System Driver Upgrade - Dedicated Support engineers to perform a system driver upgrade at the respective locatoin listed in the ticket.

Was I able to help you?

Yes

No

Yes

Key use cases for Care of One™



Workplace services.

Service desk support; proactive hardware and software issue remediation and support; device telemetry monitoring; user profile management.



Engineering.

Tickets and code retrieval; root cause analysis & troubleshooting.



Information technology.

Software access; distribution list access; account & profile management; patch management; utilization reporting; employee communications; proactive endpoint management & troubleshooting; license utilization analysis; software recommendations; IT asset & service management; access management; system & network monitoring; IT knowledge management & documentation.



Human relations.

Employee onboarding; benefits management; PTO requests; organization policy information; employee communications; year-end performance analyses; enhance employee self-service; employee onboarding and training; HR analytics & reporting; manage cross-organization communications, training, and HR campaigns.



Procurement.

Contracts & invoice management; PO and PR requisitions; vendor onboarding, training, and HR campaigns.



Finance.

Payroll & tax form management; paycheck & deposit tracking; expense & employee stock plan management; report generation & summarization.

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**Smarter
technology
for all**

Lenovo