



Smarter  
technology  
for all

Lenovo

Lenovo Digital Workplace Solutions

# Smarter raises performance with Care of One™

Hyper-personalize experiences to maximize  
productivity with Gen AI-powered  
Digital Workplace Solutions





# Realizing the potential of Gen AI with Lenovo

Generative AI is revolutionizing the business landscape. Already, Gen AI can improve a highly skilled worker's performance by as much as 40%. And central to this leap into the future are digital workplace experiences.

With Gen AI, you can now quickly process large amounts of information to predict systems failures and performance issues, then identify and deliver the remediation needed to improve uptime and productivity. And by connecting your systems, you can gain a single window on your performance while providing a seamless experience for all your users.

## Understanding your employees to uplift productivity

The potential for productivity uplifts and the digital workplace experience of your employees are directly linked. Investing in employee experience has been shown to drive revenue gains by as much as 50%. And this investment begins with understanding your user personas, their critical functions, and their specific needs so that you can deliver efficient, hyper-personalized, and productivity-boosting support.

## Building the platform for Gen AI lift-off

Lenovo has developed a platform that empowers organizations to translate the potential of Generative AI into tangible business outcomes and enhance their IT environment. Known as Care of One™, this pioneering initiative from Lenovo harnesses the capabilities of Gen AI for Digital Workplace Solutions (DWS) service delivery.

Equipping digital leaders with a global service delivery model that's easy to flex and scale, Care of One™ actively adapts to your end-users to deliver hyper-personalized, elevated employee experiences and agile, transformational outcomes for organizations.



Gen AI can improve a highly skilled worker's performance by as much as 40%<sup>1</sup>



Investing in employee experience has been shown to drive revenue gains of as much as 50%<sup>2</sup>

1. MIT, How Generative AI can boost highly skilled workers' productivity, 2023

2. Harvard Business Review, How Employee Experience Impacts Your Bottom Line, 2022

# Your key wins with Care of One™

**30%** improvement in user experience<sup>1</sup>

**2x** Up to 2x increase in productivity<sup>2</sup>

**30%** up to 30% lower end-user support costs<sup>3</sup>

**40%** of issues proactively resolved<sup>4</sup>

## Drive new value in IT operations

By auto-resolving employee requests, delivering timely insights and alerts, and providing end-to-end visibility of system crashes, Care of One™ transforms IT operations. With proactive reporting on asset utilization and recurring recommendations for optimizing employee workstations, costs are optimized while the strain on your IT support and management teams is reduced.

## Boost productivity

With seamless Gen AI implementation, you can accelerate your digital transformation. Care of One™ enables elevated employee productivity through pre-emptive issue resolution, a smart self-service AI assistant, and the personalized support that helps employees perform at their peak.

## Elevate employee experience

Empower every employee with the tools and technologies they need to maximize their productivity. By actively adapting, Care of One™ delivers deep insights that support employees' evolving needs. Create meaningful impacts for users' IT lives – wherever they choose to work.

## Gain continuous compliance

By partnering with a trusted service provider who gives you reliably compliant and secure solutions – across the entire technology lifecycle – your peace of mind is assured.

## Experience the freedom of flexibility

With superior managed services delivered through Care of One™, you can support and scale your portfolio to match your business needs without disruption.

# The vision is yours. Get there with Lenovo.

Ready for your future? The unique service delivery platform for Lenovo Digital Workplace Solutions, Care of One™ is the foundation on which the workplace of the future is being built.

**Get in touch to get ahead.**

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1. Based on preliminary data collected through Lenovo internal testing

2. Based on reduced steps of deployment with Lenovo UEM, actual reduction varies depending on specific configuration and setup

3. Based on preliminary data collected through Lenovo internal testing

4. Based on preliminary data collected through Lenovo internal testing