



servicenow®

Smarter  
technology  
for all

Lenovo

Lenovo Digital Workplace Solutions

# A clearer path to digital transformation

Optimize ServiceNow® with workflow intelligence from Lenovo Consulting & Implementation. Now that's smarter.



# Your architecture for more intelligent digital transformation

Digital transformation now relies on processes, expertise, and innovation that many organizations still lack. To stay competitive, you need a culture of continuous transformation which includes ever-more engaging experiences for employees and customers.

With Lenovo Consulting & Implementation for ServiceNow®, you can gain exactly that – the multi-layer enterprise architecture that enables digital workflows for greater efficiency, productivity, and innovation. We optimize ServiceNow® to create a more rewarding employee and customer experience that engages top talent, delivers operational uplifts, and gives you visibility of your entire IT ecosystem – all from a single, unifying, and intelligent platform.

## Overcome your challenges, meet your needs, and achieve your transformation

### Your challenge

### The need

### Our solution

Manage requests, security, visibility, and performance – all while optimizing your workflow experience



A single platform for overseeing IT, employees, and customer experiences, with easy-to-manage automation and digital workflows



Support with implementing and optimizing ServiceNow® to bring silos together, improve clarity, and continually drive innovation and growth

Leverage AI to drive strategic change and deliver efficiencies for continual digital transformation



A ServiceNow® technology partner to understand and implement innovative systems to improve and redefine your current processes



Consultation backed by our proven ServiceNow® expertise to propel your vision into reality, future-proofing your continuous transformation to improve how work happens in the AI era

Ensure you deliver an optimum employee and customer experience, and retain your top talent



The ability to effectively deliver hyper-personalized experiences for all your employees



ServiceNow® integration with our Gen AI enabled digital workplace delivery platform that actively adapts and evolves with different work persona types

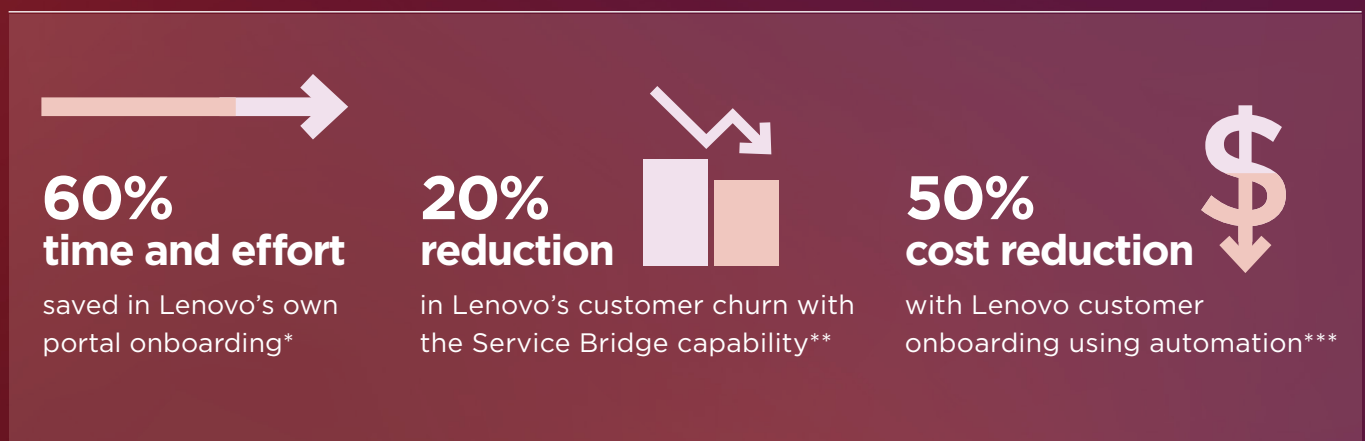
# Lenovo's transformation is yours

Lenovo Consultancy & Implementation enables you to realize the full value of ServiceNow® by leveraging our deep experience of implementing the platform across our own global business.

Our expertise in designing and building tested ServiceNow® digital workflows enables us to create solutions that give you more than simple technical implementation. Fusing hands-on experience with innovative thinking, we empower you with simplified experiences, purposeful automation, organizational agility, and transformation processes.

## ServiceNow® impacts on Lenovo's own business

At Lenovo, we recognized that ServiceNow® enables us to connect and deliver seamless experience to our customers across different geographies and verticals. It really is enabling our vision of Smarter Technology for All. Here are some of the wins we've achieved by implementing ServiceNow® across our business.



\*based on Lenovo internal ServiceNow® implementation experience  
\*\* based on Lenovo internal manual data collections from ServiceNow® API integration escalations  
\*\*\*reduction from 2022 data, based on 2024 Lenovo internal ServiceNow® implementation data

## The Lenovo difference

While ServiceNow® provides only standard application, Lenovo, as an experienced service provider, consults customers on how to use the tool and customizes workflows based on their requirements. Our advisory and professional services help you to develop your workplace of the future, equipping you with visibility on a single platform and streamlined workflows for continuous transformation.

Lenovo has extensive industry expertise in the consulting and large-scale implementation of ServiceNow® for over 150 cases.



# Why Lenovo for ServiceNow® optimization?



## Our ServiceNow® credentials

- Official membership of the ServiceNow® Consulting & Implementation partner program
- Authorized consultation services to accelerate usage and adoption of the platform

**Lenovo Consulting & Implementation for ServiceNow® has enabled over 150 clients to achieve successful transformations**



## Peace-of-mind built in with Lenovo

- Be reassured across all aspects of the digital workplace by partnering with a trusted advisor for the complete IT lifecycle, delivering tailored services and support
- Be confident of global 24/7 support through our access to 150 technology support centers worldwide – we are a leading tech vendor in providing individualized care



## Prioritizing your security, privacy, and compliance

- Enhance your security posture and maintain regulatory compliance regardless of employees' physical location, type of device, or nature of connectivity
- Gain deep insights, full transparency, and auditability of all operations
- Ensure you meet all privacy, security, and data localization requirements with our fully compliant, end-to-end managed services

## The vision is yours. Get there with Lenovo.

Achieve more intelligent digital transformation by optimizing ServiceNow® with workflow expertise from Lenovo Consulting & Implementation.

**Ready to learn more and start your transformation to smarter?**

**Get in touch.**

Reach out to your Sales Representative to arrange an appointment.

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