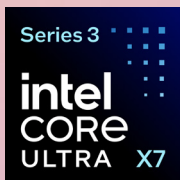


The workload nobody scoped

A briefing for IT leaders on what 6,000 employees said about AI at work

Lenovo Digital Workplace Solution on Lenovo AI PCs.
That's the power of Lenovo with Intel Inside®.



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Smarter
technology
for all

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The AI rollout came with a second workload

When the business asked everyone to use AI, it was asking for results. It rarely asked who would supply the tools, run the training or answer the questions once people got started. Employees filled that gap themselves, and the work it created now arrives at IT.



Up to a third

of AI use sits outside the influence and governance of IT¹

31%

of people using AI at work say their employer provides no training¹

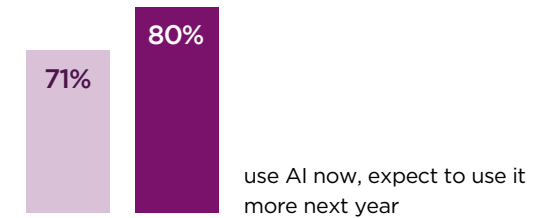
22%

say their employer provides no AI tools at all¹

The load is still growing

71 percent of employees say AI already improves their productivity and 80 percent expect to use it more over the next year.¹

Across Asia Pacific, 96 percent of organizations plan to increase AI investment, with budgets growing by around 15 percent.³



For IT that means supporting apps it never approved, answering questions nobody planned for, and securing data it cannot see. None of it came with a line in the budget.

Lenovo Work Reborn Report 5 surveyed 6,000 full-time employees at organizations of 1,000 people or more in December 2025 and January 2026, including Singapore, India, Japan, Australia and New Zealand.¹



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Each answer employees gave becomes a job for IT

Lenovo Work Reborn Report 5 asked employees how AI is going for them. Read from the IT side of the desk, every answer describes work that somebody has to do.¹



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Employee insight	Arrives at IT as	Lenovo DWS picks it up with
79% would enjoy their work more if they could focus on what matters instead of routine admin, and only 24% use AI every day to automate it ¹	> A productivity promise IT now has to deliver, one tool at a time	> Lenovo xIQ Digital Workplace Platform
22% were never given an AI tool by their employer ¹	> Unapproved apps running on managed devices, holding company data	> Unified Endpoint Management, with Intel vPro® remote management
51% say the training they receive is not regular or ongoing, and 42% say it is not effective ¹	> The same questions at the service desk, again and again	> Lenovo Service Desk
49% want AI inside the applications they already use, and 25% want a single AI interface for everything ¹	> A standardization decision that only IT can make	> Lenovo xIQ, agentdriven
51% still want a person for complex IT issues, and 53% rate predictive resolution as highly valuable ¹	> Support that is proactive and human at once	> Lenovo Service Desk, with Lenovo xIQ reading Intel vPro® telemetry from below the OS

For IT every one of these is work, and none of it was in this year's plan.

IT leaders know what good looks like, and few have it yet

Ask IT leaders and the picture is consistent. They know what invisible IT looks like, they can see the risk that AI adds, and most are running the estate with less capacity than either one needs.

Globally

83% → **21%**
say it is key have it

of IT leaders say predictive, proactive issue resolution is the key to invisible IT. Fewer than 21% have achieved it.¹

61% → **31%**
see the risk can manage it

say AI is increasing cybersecurity risk. 31% are confident they can address it.²

Employees are ready to meet IT halfway. 74% say better training on AI-related risk would reassure them, and 73% would feel more confident knowing their security team uses AI itself.¹

In Asia Pacific, the ambition is ahead of the governance



1 in 3 organizations has a comprehensive AI governance framework³



1 in 10 describes itself as ready for agentic AI at scale³

Roughly half

of all proofs of concept never reach production³

41%

expect to wait at least a year for meaningful results at scale³

The gap is capacity, which shows up as support that reacts when it could predict, security added after the fact, and a budget already spent on keeping the current estate running.



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Lenovo Digital Workplace Solutions takes the load off the team

Lenovo Digital Workplace Solutions brings devices, workflows and managed services into one AI agent-driven platform, run by Lenovo under a single contract on Lenovo AI PCs. That's the power of Lenovo with Intel Inside®.⁵ It answers the numbers on the previous pages one at a time.



Take the support load off the team

Lenovo xIQ Digital Workplace Platform predicts issues before people notice them, and Lenovo Service Desk resolves the rest with AI agents and people working together.

30% improvement in user experience.
85% accuracy predicting common IT failures.⁴



Put governance at the endpoint

Lenovo ThinkShield, Unified Endpoint Management and Lenovo Security Services build zero-trust security and compliance into the service, with Microsoft, Cisco, SentinelOne, Absolute, Veeam and Blancco inside the same contract.⁴

One contract, delivered across 180 markets.⁴



Stop the budget argument

Lenovo TruScale Device as a Service moves the fleet to a predictable monthly cost, with devices, security and lifecycle services in one subscription.⁴

20% average TCO saving against a traditional purchase.⁴ Up to 98% faster delivery of AI-ready devices.⁶

The AI PCs underneath it

The platform runs on Lenovo ThinkPad X1 Carbon Gen 14 and Lenovo ThinkCentre X All-in-One, both Lenovo Aura Edition, imagined with Intel®, on Intel® Core™ Ultra X7 Series 3 processors with Intel vPro®. Purpose built for business, Intel vPro® supplies the telemetry Lenovo xIQ reads from below the operating system, the remote management the service desk needs when a device will not boot, and the hardware-level security Lenovo ThinkShield builds on.



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Lenovo ThinkPad X1 Carbon Gen 14



Lenovo ThinkCentre X All-in-One

The same platform ran the FIFA World Cup™ workplace

In 2026, Lenovo ran the technology behind the world's largest sporting event.⁷ For an IT leader the relevant reading is simpler: one team and one platform, across every site.

25,000

devices

600

sites in three countries

350

Lenovo engineers

99.99%

uptime

40

functional areas on one
command view

“

*With Lenovo taking care of our digital systems,
we're free to focus on what we do best.⁸*

EV manufacturer, Asia Pacific

“

*No matter where, no matter what, Lenovo
Services will always be able to help.⁹*

Optics manufacturer, Asia Pacific

For IT the team that ran it is the team that would run your estate, on the same platform, at whatever size your rollout reaches.



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The workload, scoped

The work the AI rollout created can be planned like any other. These are the questions that put it on the plan, and each one has a Lenovo Digital Workplace Solutions answer on pages 5 and 6.

- ☐ **Visibility**
Do you know where AI is being used today, on which devices and with what data?
- ☐ **Tools and access**
Has every team been given an approved tool, inside the applications they already use?
- ☐ **Training**
Is training continuous and specific to the role, or was it a launch event that has already happened?
- ☐ **Support**
Can the service desk see a device problem before the person using it does?
- ☐ **Governance**
Is AI use governed at the endpoint, with a framework you could show an auditor tomorrow?
- ☐ **Budget**
Which line in this year's budget pays for all of the above?



It's very important for an enterprise to make sure that AI is properly governed, because that's how trust develops.¹

Rakshit Ghura, Vice President and General Manager,
Lenovo Digital Workplace Solutions

Talk to the Lenovo Digital Workplace Solutions team

Tell us what your rollout looks like and we will show you what the platform would take off your team. ►



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Sources

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Lenovo Digital Workplace Solutions

Lenovo Aura Edition Series, imagined with Intel®, on Intel® Core™ Ultra X7 Series 3 processors with Intel vPro®



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