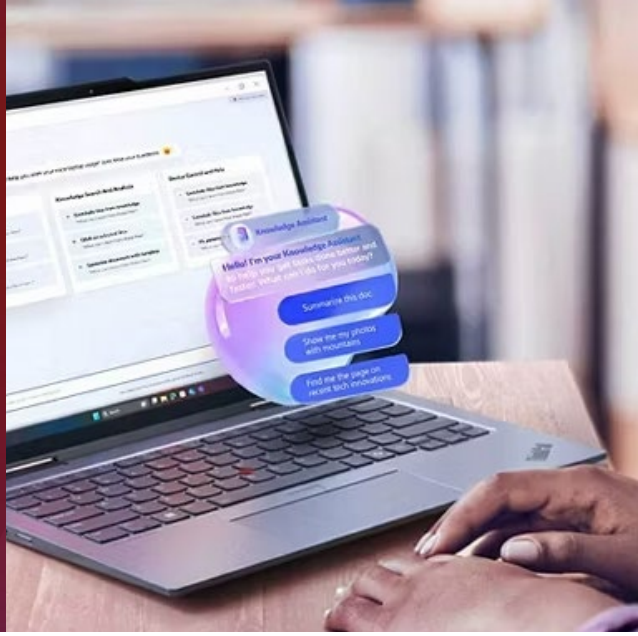
AI Digital Assistants

From chaos to clarity: Empower your users with instant expertise

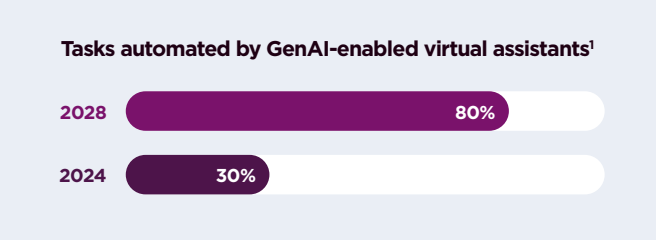


Rapid shifts in consumer needs, laws, regulations, and product configurations are driving demand for specialized expertise.

AI digital assistants act as a bridge for augmentation, empowering team members to provide the most up-to-date and informed responses to internal or external requests. By leveraging AI assistants, organizations can synthesize and drive value from vast amounts of complex information in industries like legal, finance, and human resources. AI digital assistants automate procurement tasks and intelligence-driven compliance checks, and personalize query handling to optimize accuracy, mitigate risks, and reduce time spent on operational tasks.

This trend is set to grow significantly: Gartner forecasts that by 2028, GenAI-enabled virtual assistants will **automate 80% of knowledge workers' tasks,** a substantial increase from 30% in 2024.[1]

Lenovo's end-to-end AI-ready portfolio empowers organizations to build, customize, deploy, and scale digital assistants that deliver real-time convenience, efficiency, personalization, and accessibility that's optimized for accuracy. By combining Lenovo Hybrid AI Advantage™ infrastructure with Lenovo AI Services solution integration and lifecycle services, **Lenovo's AI Digital Assistants** are more responsive, reliable, and deeply aligned to business workflows — from scheduling and messaging to knowledge retrieval, translation, and task automation.



Why build an AI digital assistant?

Enterprises need to maximize their infrastructure investments. AI digital assistants make it possible for enterprises to leverage the benefits of using their own data for real-time inferencing to boost productivity and increase revenues — balancing innovation with operational efficiency.

Challenges:

- **Information overload — regulatory compliance and accuracy:** Ensuring strict adherence to industry regulations while mitigating risks associated with non-compliance.
- **Inefficient workflows:** Reducing lengthy document preparation, review, and approval cycles and managing vast amounts of complex, domain-specific documentation with ease.
- **Lack of personalization:** Customizing responses and documents to meet the specific needs of employees and clients.

In fact, when Lenovo harnessed the power of Copilot's GenAI capabilities, employees boosted productivity, problem-solving, and innovation while **saving 1.9 hours per week on average.**

Lenovo

Turn enterprise knowledge into instant, actionable insight

Lenovo is revolutionizing workforce capabilities by integrating AI digital assistants into both internal and external business operations. **These cutting-edge tools enhance efficiency across all departments,** including HR, legal, customer service, and logistics, by providing real-time access to accurate and relevant information. Committed to responsible innovation, Lenovo ensures compliance with regulatory standards, legal requirements, and privacy protocols, fostering trust and reliability in AI-driven solutions. These solutions help organizations with:

- **Improved productivity:** Accelerated information retrieval and synthesis provide context-aware insights for informed decision-making and action.
- **Increased agility:** AI-driven compliance checks and personalized query handling optimize accuracy, mitigate risks, and reduce time spent processing contracts, policies, and reports.
- **Trusted innovation:** Teams have access to real-time information thanks to dynamic updates and structured knowledge repositories handled by AI.

Lenovo's own AI legal assistant dynamically updates complex documentation like non-disclosure agreements (NDAs) making the review process much faster. Traditionally, processing an NDA can take weeks of back and forth between the business and legal advisors but with Lenovo AI Legal Assistant, that time is reduced because it provides the right document the first time. In fact, with contracts, Lenovo AI Legal Assistant delivers an **improvement in accuracy by up to 45% and an increase in data reuse by up to 80%.**

Digital assistants can solve for these challenges by leveraging AI to streamline information access and break down knowledge silos within the organization.

Combined with the right data and trusted models and technology, intelligent digital assistants can enhance knowledge retention, improve decision-making, and create a seamless flow of information — empowering professionals to work smarter and drive sustainable success.

By seamlessly integrating into existing workflows using validated, secure, modular designs, these intelligent solutions deliver real-time inferencing and actionable insights, while automating data access and retrieval to accelerate workflows for faster enhanced accuracy and decision-making. Some examples of industry use cases include:

Retail

Provide AI-powered training for employees, personalized product recommendations, customer insights, automated inventory management, loss prevention management, logistics, analytics and sales automation, check-out automation, transaction payment systems, and IT automation. Check out our **Smarter retail solution: Shaping the self-checkout of tomorrow.**

Manufacturing

Offer AI-driven digital assistants for predictive maintenance, quality control/visual inspection, demand forecasting, inventory management, supply chain and logistics, production line, robotics and process optimization, and IT automation.

Healthcare

Deliver AI-assisted imaging/diagnosis treatment, clinical decision support with documentation and scribing, research summarization, administrative automation, customer service, and virtual assistants for faster personalized treatment plans.

Financial Services

Automate compliance reporting and financial analysis insights like credit decisions, fraud detection, as well as IT and process automation.

Education

Provide AI tutors for personalized learning and automated curriculum curation, research assistance, multilingual support, and accessibility features.

Legal and compliance

Offer intelligent contract analysis, legal research summarization, litigation guidelines, claims substantiation, and trademark and patent help desk.

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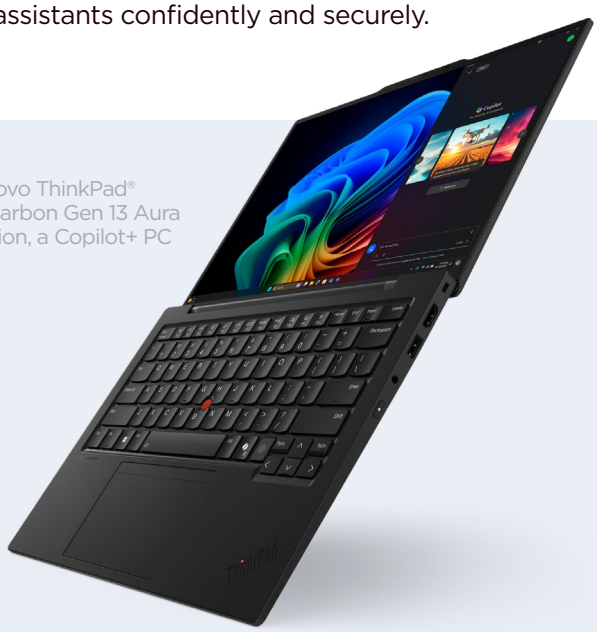
Building AI digital assistants that work everywhere — from device to edge to data center

AI digital assistants only reach their full potential when the underlying infrastructure is powerful, sustainable, and flexible enough to support real-world workloads. As organizations adopt AI digital assistants for everything from employee support to workflow automation, they need systems that can run models efficiently on the edge, in the data center, or on-device. Lenovo offers the industry's most comprehensive hybrid infrastructure to help organizations deploy AI assistants confidently and securely.



Lenovo ThinkPad® X1 Carbon Gen 13 Aura Edition, a Copilot+ PC

Lenovo ThinkStation® PGX paired with P5 workstation

Customize to your organization's performance needs

Modern enterprises need digital assistants that adapt to their workflows, data governance requirements, and user environments. Lenovo empowers organizations to deploy tailored assistants while maintaining strict control over security, data sovereignty, and compliance.

- Lenovo ThinkPad® is your users' favorite line of enterprise-grade devices, providing responsive, AI-enhanced experiences while keeping sensitive interactions local.
- Lenovo Copilot+ PCs are designed for ultra-fast on-device processing, which helps make AI assistants more context-aware and capable of handling everyday tasks instantly without relying on the cloud.
- Lenovo Aura Edition AI PCs are built for premium, AI-enhanced employee experiences with proactive security, energy efficiency, and long life cycles — perfect for organizations rolling out assistants at scale.
- Lenovo AI Apps are a suite of tools that accelerates custom AI assistant deployment and integration, enabling organizations to fine-tune models and workflows to their exact needs.

Bring AI optimization directly to your developers

Developers need low-latency, high-performance environments to test, refine, and scale AI assistants before deployment. Local AI-optimized workstations shorten development cycles by providing instant access to powerful compute for a smooth transition to production environments.

- Lenovo ThinkStation workstations provide an on-device, high-performance sandbox where developers can prototype, fine-tune, and run inference workloads quickly, reducing iteration time and ensuring assistants work as expected before scaling to the cloud or data center.
- Lenovo ThinkStation PGX pairs seamlessly with workstation setups to unlock additional compute capacity for demanding AI development workloads, delivering on-desk flexibility without tapping into a data center or adding the cost of public cloud.

Lenovo

Scale AI digital assistants confidently

Organizations need infrastructure that can scale seamlessly without compromising performance, governance, or cost efficiency. Scalability ensures consistent response quality, low latency, and supporting increasingly complex models as business needs evolve. Lenovo's scalable platforms make it possible to grow AI assistant deployments from pilot to production with confidence.

- Lenovo ThinkSystem enterprise-ready servers are built to scale AI workloads efficiently as usage increases.
- Lenovo ThinkAgile is ideal for building scalable, secure on-prem or hybrid AI infrastructure where digital assistants require predictable performance with full data sovereignty.
- Lenovo ThinkEdge systems extend scalable AI performance to distributed locations, reducing latency and improving local decision-making.

Provide a secure experience

AI digital assistants handle sensitive information and require systems engineered for trust, control, and reliability. Lenovo builds security directly into the hardware and software stack, ensuring that queries, data, and model outputs remain protected.

- Lenovo ThinkShield offers hardware-rooted protection and prevents unauthorized access to sensitive data or commands.
- Lenovo AI Now runs entirely on-device for instant, personalized responses without sending data to the cloud, giving users maximum privacy and control.

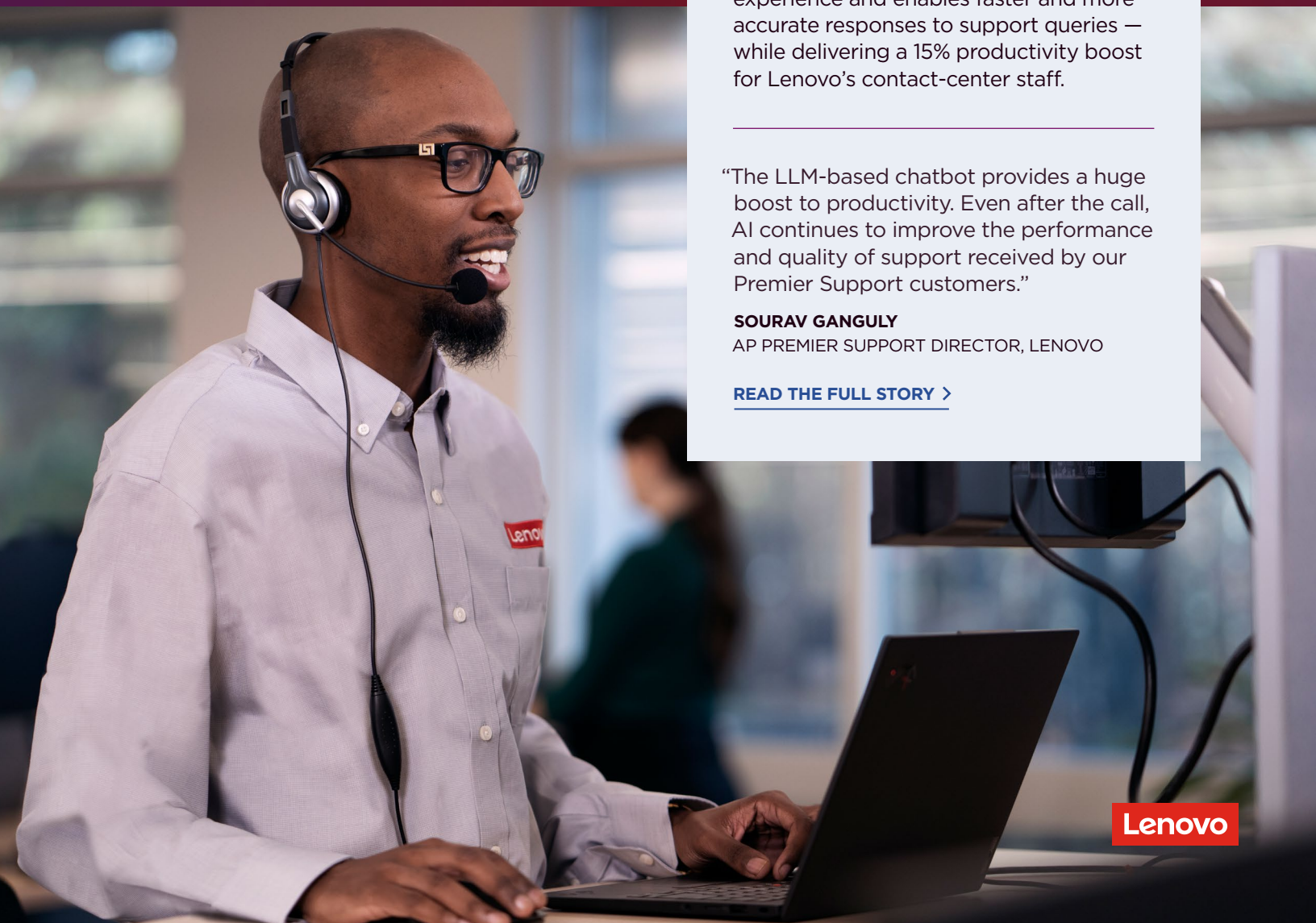
Unlocking the value of digital assistants in customer service

Lenovo's new AI-driven, multilingual, omnichannel chat improves customer experience and enables faster and more accurate responses to support queries — while delivering a 15% productivity boost for Lenovo's contact-center staff.

"The LLM-based chatbot provides a huge boost to productivity. Even after the call, AI continues to improve the performance and quality of support received by our Premier Support customers."

SOURAV GANGULY
AP PREMIER SUPPORT DIRECTOR, LENOVO

READ THE FULL STORY >



Lenovo Hybrid AI Advantage™ infrastructure that powers enterprise digital assistants

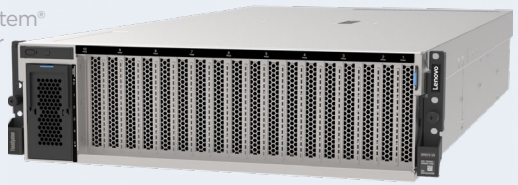
Lenovo and NVIDIA work together to deliver Lenovo Hybrid AI Advantage™, a comprehensive foundation for deploying AI agents like AI digital assistants. These solutions are built on the **Lenovo Hybrid AI Factory's scalable modular infrastructure, devices, data, and knowledge.** With proven Lenovo Validated Designs, they offer robust performance that reduces deployment risks and supports demanding real-world workloads.

The Lenovo AI Digital Assistant is optimized through this collaboration. It is supported by a complete Lenovo Hybrid AI Advantage™ stack that brings together the technical components of hardware and software alongside Lenovo AI Services. Lenovo AI experts help organizations customize assistants for a wide range of workflows in areas such as legal, human resources, finance, customer engagement, and concierge experiences for events or experience centers. This ensures that **every assistant can provide accurate and helpful responses** that match the needs of employees or customers.

Lenovo uses the NVIDIA AI Virtual Assistant Blueprint as a guide when creating digital agents for enterprises. This includes reference workflows, deployment tools, and customization resources that help teams design assistants that improve engagement and streamline operations. These blueprints bring structure to the development process and help organizations adopt assistants that deliver fast, reliable outcomes across many different environments.

To support scalable deployment, Lenovo offers a Hybrid AI Factory. This platform uses the **Lenovo ThinkSystem SR675 V3 server along with NVIDIA accelerated computing and NVIDIA Enterprise AI Software.** It delivers strong performance for AI training and inference and can grow as demand increases. Organizations can begin with a small configuration and expand to a full rack level solution as they build out their AI capabilities.

Lenovo ThinkSystem®
SR675i V3 Server



Revolutionizing the educational experience

Chong Gene Hang College is transforming learning and teaching experiences with Lenovo AI Now, an on-device LLM solution. This gives students more personalized content and feedback and reduces teachers' administrative workload by 40%, helping to boost engagement and attainment.

"Our Lenovo AI Now pilot has been a great success, and we're working to systematically expand and organize the Personal Knowledge Base to encompass even more subjects and educational levels."

CHAN TSUN MING, JIMMY
VICE-PRINCIPAL, CHONG GENE HANG COLLEGE

READ THE STORY >

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Why the Lenovo Hybrid AI Advantage™ works

We build hybrid technology that spans client devices, edge computing, private cloud, and public cloud. This ensures data can be collected, stored, processed, and used to inference or train enterprise AI models — while also enabling real-time inferencing at the edge, on prem, or on user devices.

Through a broad ecosystem of partners and services, Lenovo delivers secure, energy-efficient, and scalable AI platforms — from PCs and workstations to AI-tuned infrastructure spanning accelerated compute servers, storage, and networking. Our validated solutions take the complexity out of AI and help organizations move quickly from pilot to production to business outcomes and ROI.

Flexible portfolio

Explore a flexible portfolio of hybrid AI platforms and devices from Lenovo ThinkSystem and ThinkAgile infrastructure to Lenovo ThinkStation and ThinkPad® P Series workstations, including partner options to fit your needs.

End-to-end AI services

Lenovo AI Services covers the full application lifecycle, enabling us to meet you wherever you are to rapidly define use cases, deploy solutions, and drive value from your data with AI — from device to data center.

Energy efficiency

Neptune® liquid and air cooling options keep your data center energy efficient with liquid cooling that removes 98% of system heat, reducing power use by 40%.

Right-sized deployments

Tailor your deployments with starter kits (4-24 GPUs) and scale to hybrid AI factories (160+ GPUs).

Lenovo Validated Designs with NVIDIA

- Speed deployment
- Mitigate risks
- Scale efficiently
- Accelerate ROI

Lenovo Hybrid AI Advantage™ with NVIDIA

Lenovo AI Library	AI Digital Assistant	
Services	Use case definition with Lenovo AI Discover & Lenovo AI Fast Start	Customization with Lenovo AI deployment and managed services, including Lenovo TruScale®
Models & Software	Lenovo AI Innovators ISVs and partners	NVIDIA AI Enterprise AI Virtual Assistant Blueprint
Data Management	Lenovo ThinkSystem® DM & Lenovo ThinkSystem® DG Storage	NVIDIA NeMo™
Infrastructure & Devices	← Small/Medium/Large → Lenovo ThinkStation® with NVIDIA Workbench AI development/pilots	Lenovo ThinkSystem® servers NVIDIA-Certified CPU / GPU / Networking

Why Lenovo for AI digital assistants?

Seamless deployment in a trusted ecosystem is crucial with AI digital assistants. With Lenovo, your AI digital assistants are backed by experienced experts, proven solutions, a massive partner ecosystem, and uncompromising reliability and security.

#1
in x86 server **reliability** for 11 consecutive years[2]

#1
in x86 server **security** for 6 consecutive years[2]

#1
PC provider

#1
Microsoft Windows AI PC provider

30+
years of trusted partnership with IT leaders to transform AI vision into value

165+
enterprise AI solutions from our AI partner ecosystem with validated use cases

50% faster
outcomes achievable with our AI Library of proven accelerators and network of AI Innovators[3]

Experience AI-driven digital assistants today

Revolutionize how your organization accesses and utilizes knowledge. Contact us to see a demo of an AI-powered digital assistant, pilot your solution with your own data, and explore how Lenovo can elevate your digital assistant strategy.

www.lenovo.com/us/en/ai/digital-assistants

Source
1 Gartner, "Emerging Tech: Adoption Trends for Generative AI," January 2025
2 ITIC, "ITIC 2024 Global Server Hardware, Server OS Reliability Report," November 2024
3 Lenovo, "Lenovo Hybrid AI Solutions," October 2025

Smarter technology for all

Lenovo