

Lenovo Digital Workplace Solutions

Lenovo Device and Services Management

Real-time visibility for the devices that matter most

Lenovo Device and Services Management is **a plug-and-play ServiceNow Store app** that brings real-time Lenovo order, delivery, and device data directly into your ServiceNow environment—providing a single, trusted view without manual updates or reconciliation.

Why this matters

As device programs scale, teams often lose visibility once orders are placed. Information fragments across emails, spreadsheets, and portals—slowing deployments and driving unnecessary service desk noise. Lenovo Device and Services Management closes this gap by making order and device data visible, accurate, and actionable inside ServiceNow.

What it does

- Shows real-time order and delivery status in ServiceNow
- Automatically keeps device and asset data accurate
- Syncs Lenovo-sourced updates directly into your environment
- Eliminates spreadsheets and external portals
- Enables warranty ticket creation and provides visibility into ticket status

Why it's different

Lenovo Device and Services Management is not another integration or custom project. It is a Lenovo-built, ServiceNow-native service that connects directly to Lenovo source systems—delivering trusted, near real-time order and device data without ongoing maintenance or reconciliation.

This is for you if...

- You manage high-volume or complex device orders
- You rely on ServiceNow and need data you can trust
- You lose visibility after orders are placed
- You need fewer delays, fewer questions, and better planning
- You manage high-value CapEx device purchases and need real-time control post-order

Explore what's possible with Lenovo Device Services Management today.

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