

Lenovo Digital Workplace Solutions

Lenovo Smart Field Service Management

Faster resolution. Smarter field service.

Lenovo Smart Field Service Management is **Lenovo's packaged, ServiceNow-powered field service solution**, designed to optimize resolution speed, technician productivity, and visibility—without the cost and complexity of standalone FSM platforms.

Why this matters

As field service environments grow more complex, resolution times suffer and costs rise—often driven by fragmented workflows and heavyweight FSM platforms. Lenovo Smart Field Service Managment streamlines field service execution by improving coordination, reducing manual effort, and enabling smarter, more predictable service delivery.

What it does

- Optimizes field service workflows using ServiceNow ITSM
- Improves coordination between field teams and service desks
- Reduces manual work through intelligent automation
- Enables earlier issue identification and faster resolution

Why it's different

Lenovo Smart Field Service Management delivers enterprise field service capability without the enterprise FSM module. By combining ServiceNow ITSM with Lenovo's Resolver and proven service intelligence, Lenovo Smart Field Service Management avoids the complexity, overhead, and customization burden of traditional FSM—focusing on repeatable, high-volume service execution.

This is for you if...

- You want to improve field service performance without increasing platform costs
- You already use ServiceNow and want to extend its value
- You need better technician productivity and faster resolution
- You're looking for a pragmatic alternative to traditional FSM platforms

Explore what's possible with Lenovo Smart Field Service Management today.

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