



Smarter
technology
for all

Lenovo

Lenovo Digital Workplace Solutions

Smarter elevates endpoint management to experience enhancement

Gain hyper-personalized support
across your entire device fleet with Gen
AI-powered Lenovo Managed Endpoint

Why your endpoint management matters more than ever

The extent to which employees define the workplace has never been more significant. Businesses recognize that strengthening employee satisfaction and productivity is now essential for success. But IT leaders need to overcome key challenges to deliver an optimized employee experience with the latest and most relevant technology, ensure productivity on a global scale, and maintain security postures.

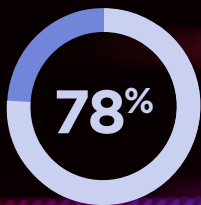
At the same time, you're forever tasked with getting more value out of your IT budget while increasing ROI. It's no consolation that 61% of CIOs find it either very or extremely challenging to demonstrate ROI with tech investments.¹

To ensure more focused deployment and a stronger ROI, you need to ensure that the right people have the right devices and apps for their roles.

And today's skills shortages don't help. This is especially pressing across automation and AI – today's dominant drivers of the new generation of digital workplace solutions.

Indeed, 78% of CIOs say increasing AI use cases remains a top priority² – no surprise, given that Gen AI can improve a highly skilled worker's performance by as much as 40% compared with workers who don't use it.²

Added to which, 64% of employees believe their experience with technology impacts their morale, but only 20% of C-suite put budget toward improving the digital employee experience.³



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So, what's the way forward?

To maximize employee experiences, satisfaction, and productivity – while strengthening your asset management – you need to optimize your Managed Endpoint (ME) strategy by investing in Gen AI solutions and hyper-personalized outcomes. But this brings challenges.

Understanding the issues you face

Barriers to progress

Barriers that need to be surpassed in order to elevate employee experiences range from legacy ITSM platforms that lack automation and self-help options, to skills and expertise shortages. But addressing these issues with the right investment can soon pay for itself – investing in employee experience has been shown to drive revenue gains of as much as 50%, with happier staff being more productive.⁴

Leaving ME behind

Many organizations on their transformation journey from on-premises to cloud are struggling to take their endpoint management with them. But slow response and resolution times, limited automation options, and missed SLAs/XLAs resulting from legacy ITSM platforms and toolsets must still all be addressed if you want to move forward.

Driving real Gen AI outcomes

IT leaders are excited by the potential that Gen AI tools promise, but many are finding it difficult to turn data into specific outcomes like continuous optimization, actionable recommendations, and improved ROI. And, while 96% of CIOs expect to increase AI investments over the coming year, only one in five expect overall IT budgets to grow more than 10%.⁵

Ensuring cost-efficiency

The continual pressure on IT leaders to do more with less is leading many to look to scalable managed endpoint services that automate operations. But they are currently unable to streamline costs without impacting productivity and experience.

Seeing your way forward

To achieve your optimum ME solution, you need to elevate endpoint management to experience management, leveraging Gen AI and a platform approach to enhance employee experience, pre-emptively fix issues, and enable seamless orchestration and reporting of patches and fixes. With hyper-personalization delivered by true experts, you can improve employee productivity, operational efficiency, and ROI.



4. HBR, 2022
5. Lenovo Global CIO Report, 2024

Enhanced Lenovo Managed Endpoint drives the outcomes you need

Next-gen Lenovo Managed Endpoint gives you a comprehensive, end-to-end experience across all stages of the device lifecycle. Our Gen AI-powered platform and advanced Lenovo Device Intelligence+ (LDI+) elevates endpoint management to experience management. Our single point engagement model delivers multi-vendor support. And, with our market-leading AI technology and automation, you can gain the endpoint management that maximizes employee experience and productivity.

Maximized experiences

Deliver hyper-personalized, cost-effective support that proactively anticipates potential issues and recommends new opportunities for service optimization and continual boosts to employee productivity.

Active adaptation

Our Managed Endpoint service is flexible to scale with the requirements of your business and end-user computing (EUC) estate. With our Gen AI platform, we continually optimize experiences around changing employee needs and personas.

Trusted partnerships

Gain superior, streamlined and reliable Managed Endpoint you can trust to provide the right skillset and security protection across a mixed and changing device fleet.

Set new standards for user experience with Care of One™

Lenovo Managed Endpoint is delivered through Care of One™ – our comprehensive, Gen AI-enabled digital workplace delivery platform that revolutionizes the work environment. As a first of its kind, persona-level, end-user diagnostic, design, and orchestration engine, Care of One™ provides hyper-personalized support for better experiences. Our digital workplace solutions are designed around your people and the technology they need to be most productive. Highly customized to each work environment, Care of One™ continuously provides the latest best-of-breed technology.

Lenovo Managed Endpoint provides:

- Powerful security protection by reducing security penetration points and delivering pre-emptive support, we keep your devices secure and running.
- Automated patch rollout and greater visibility into your EUC estate for support across compliance and monitoring.
- Intelligent optimization recommendations and seamless reporting, enabling you to continually enhance your environment.

30%

improvement in end-user experience with Care of One™⁶

30%

reduction in calculated IT costs with Care of One™⁶

For end users

40%

of issues are proactively resolved⁶

6. Based on preliminary insights on data collected on 21K Lenovo internal IT tickets run through a Care of One™ assessment



How Lenovo Managed Endpoint and Care of One™ drive business value

Empower your employees

- With the addition of advanced configuration, orchestration, and provisioning from Care of One™, Lenovo ME is shaped around individual employee needs to hyper-personalize employee experience and maximize productivity.
- Achieve faster issue resolution and reduced downtime with remote management and pre-emptive issue support from hardware experts.
- Our industry-leading SLAs and automation-led XLAs ensure productivity standards are met.
- Our range of non-standard endpoint provisioning includes tablets and digital signage.

Optimizing technology and business

- LDI+ proactively recognizes and resolves your issues with predictive algorithms and robust automation – solving problems before they become problems.
- With a single point of contact working with your business, we create synergies IT and business and align outcomes while you have fewer vendors to manage.

Improving IT experiences

- Vendor-agnostic support with multiple integrations including JAMF integration for full visibility and management across non-standard endpoints.
- End-to-end hardware asset management and monitoring to track fleet health, performance, and app usage.
- Recommendations to drive continual value and licensing optimization.

Enhancing security, privacy, and compliance

- Secure endpoints from attack and maintain regulatory compliance, regardless of your employees' physical location, type of device, or nature of connectivity.
- Zero-touch patch management ensures patch compliance and consistent security configurations across every device in the fleet.
- Automate patch control and deploy software in a few clicks to manage distribution across all devices, without lengthy change control processes.
- Gain deep insights with transparent visibility across your EUC estate, supporting utilization reporting, patch logs, and proactive enhancement recommendations.
- Ensure compliance with privacy, security, and localized data requirements.

Increasing efficiency through automation

- UEM provision flexes to your existing migration/licensing state, with solutions tailored to the business' requirements.
- Lenovo Migration Service meets you where you are on your digital transformation journey, providing a zero-touch transition service to migrate from traditional on-premises endpoint to modern cloud-based solutions.
- With proactive support and a single point of contact come better costs through greater efficiencies. Productivity is boosted with a hyper-personalized device and software setup, for a more personal support experience.

The difference Lenovo can make

Lenovo Managed Endpoint is one part of our suite of superior, flexible, and hyper-personalized Digital Workplace Solutions. Here is how it delivers a positive impact on your business and your future.

With Lenovo, you gain:



Our unique Care of One™ platform

Care of One(TM) leverages Gen AI to deliver hyper-personalized experiences for hyper-productive employees. It leverages contextualized data from across your IT systems and EUC fleet to find new operational efficiencies, proactively support with device or application stop errors, and automate key management and patch workflows.



Predictive analytics and pre-emptive support

LDI+ delivers predictive analytics, monitor device performance in real-time, and proactively respond to pre-empt required changes before they turn into issues. LDI+ and Care of One™ get smarter over time, delivering virtuous improvements in employee productivity, IT management costs, and device utilization.



Global support

Lenovo Digital Workplace Solutions cover 180+ markets globally, with top-ranked 24/7 customer support ensuring we're where you need us to be - wherever you are in the world. As the #1 PC vendor, Lenovo's technology quality, service delivery, and best-in-breed supply chains are trusted by customers worldwide.



Expert management

- Market-leading AI and automation technology
- True expertise delivered on our innovative Care of One(TM) technology platform
- Vendor agnostic to flex to your existing licenses and a service that scales with your business

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

Contact your Lenovo Representative today

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