



Lenovo TruScale Device as a Service

Transforming Device Management and Achieving
22% Lower Total Cost of Ownership (TCO)
Through Flexible Subscription-Based Solutions

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Technical Validation: Key findings summary

Validated benefits of Lenovo TruScale DaaS



Up to 22%
lower total cost of ownership over three years



70% reduction in user downtime boosts productivity



\$10.5m lower cost of downtime

- **Cost savings:** Lenovo TruScale DaaS combines lower lifecycle costs, improved user productivity, and reduced downtime over the three-year refresh cycle to deliver an overall reduction in cost of ownership of 22% in this modeled scenario.
- **Reduced user downtime:** Lenovo's proactive issue detection and the seasoned expertise of Lenovo's technicians who configure and manage devices contribute to a 70% reduction in user downtime, improving productivity.
- **Reduced cost of downtime:** Reducing user downtime by 70% translates to a cost savings of \$10.5m for our modeled organization, with the added benefit that an organization's workforce can spend more time focusing on strategic work to benefit the business.

Introduction

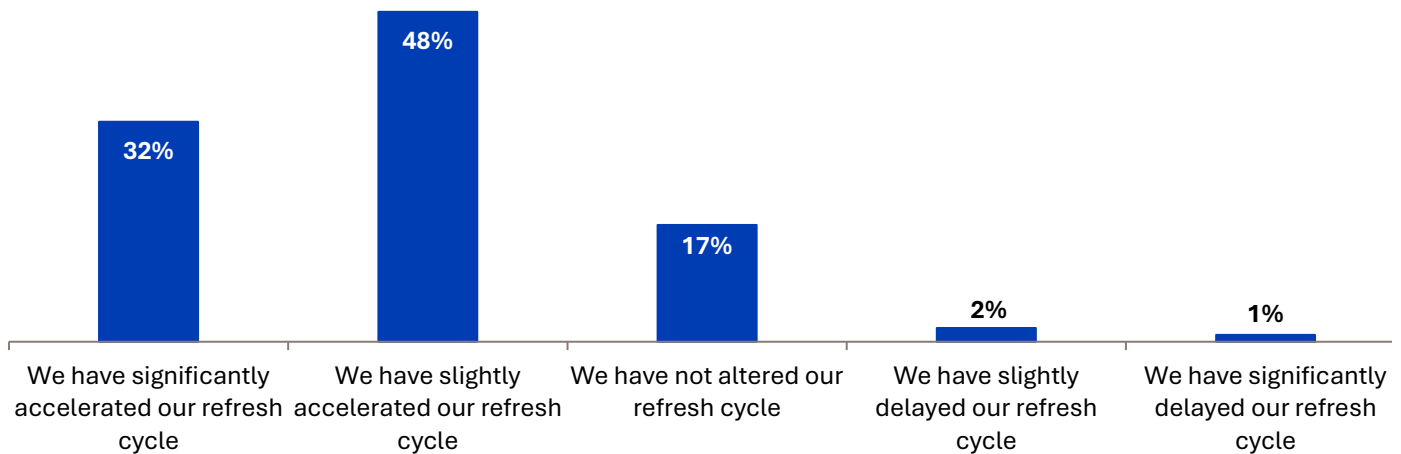
This Technical Validation examines Lenovo TruScale Device as a Service (DaaS), a comprehensive subscription-based solution that transforms how organizations procure, deploy, and manage their device fleets. Our validation focuses on quantifying the business benefits and operational value that enterprises can achieve through this integrated approach to device lifecycle management.

Background

Organizations strongly believe in the potential of AI to drive transformational value. In fact, 84% of organizations surveyed by Enterprise Strategy Group (now Omdia) said AI is critical to their future strategy.¹ However, the push for AI-enabled endpoints also brings challenges. In another survey, more than a third of respondents (38%) indicated that they have encountered or expect to encounter increased complexity in IT management and support with regard to end-user AI usage. As a result of new AI initiatives, 80% of organizations have begun accelerating their device refresh cycles (see **Figure 1**).²

Figure 1. The introduction of AI-enabled endpoints has accelerated device refresh cycles

What effect, if any, has the introduction of AI-enabled endpoints had on your organization's endpoint device refresh cycle? (Percent of respondents, n=302)



Source: Omdia

The push for adoption of AI, along with the new demands of hybrid and work-from-home arrangements, has increased the strain on IT teams to manage endpoint devices. Mounting challenges in device management directly impact productivity and operational efficiency.

While many device management issues plague IT teams in moderate to large organizations, there are three challenges that feature strongly in the minds of executives:

¹ Source: Enterprise Strategy Group (now Omdia) Research Report, [The Critical Role of Storage in Building an Enterprise AI Infrastructure](#), September 2025.

² Source: Enterprise Strategy Group (now Omdia) Research Report, [AI at the Endpoint: The Impact of AI on End Users and Endpoint Devices](#), April 2025.

- Organizations struggle with fragmented vendor relationships, requiring coordination across multiple suppliers for hardware, support, security, and lifecycle services. This complexity increases administrative overhead and creates gaps in service delivery.
- Traditional device procurement models involve significant upfront capital expenditure, unpredictable maintenance costs, and hidden expenses related to deployment, security, and end-of-life disposal. IT teams lack visibility into true device costs across the complete lifecycle.
- Employees require personalized technological experiences that match their specific roles and work patterns. Generic device deployments fail to optimize individual productivity, while IT teams lack tools to efficiently match devices to user needs at scale.

Modern organizations require new operating models to alleviate the strain of modern working environments, while keeping costs manageable and employees securely and effectively able to contribute their skills.

Lenovo TruScale Device as a Service

Lenovo TruScale DaaS delivers an integrated subscription-based platform that addresses these challenges through a single, flexible contract covering the complete device lifecycle.

Core solution components include:

- **Flexible device portfolio:** Access to Lenovo's complete range of next-generation devices, including AI PCs, traditional laptops, desktops, and workstations, with the ability to scale device types and quantities based on evolving business needs.
- **AI-powered personalization:** Lenovo xIQ Digital Workplace Platform utilizes AI to match optimal devices and support levels to individual employee roles, work patterns, and productivity requirements.
- **Complete lifecycle management:** End-to-end services spanning device selection, procurement, deployment, ongoing support, security management, and responsible end-of-life processing through a single integrated contract.
- **Integrated security services:** Lenovo Security Services and ThinkShield provide multi-layered endpoint protection with secure-by-design devices, AI-enhanced threat detection, and comprehensive security management.
- **Sustainability framework:** Built-in circularity through device life extension, Lenovo Certified Refurbished Devices, CO2 Offset Services, and comprehensive tracking via the Lenovo Carbon Impact Portal.
- **Digital workplace solutions:** Integration with Lenovo's suite of GenAI-powered workplace tools, including Lenovo Watch 360 for device monitoring and Lenovo Device Orchestration for streamlined management.

Figure 2. Lenovo TruScale DaaS



Source: Lenovo and Omdia

Omdia Technical Validation

Omdia validated the business benefits and operational value of Lenovo TruScale DaaS, focusing on financial optimization, workforce productivity, and security resilience. The validation methodology included analysis of solution architecture, customer deployment case studies, and a cost saving analysis using Lenovo's cost analysis tool.

Financial predictability and cost optimization

Omdia validated how Lenovo TruScale DaaS optimizes costs and provides organizations with financial predictability while providing modern devices for their employees.

Omdia analysis

As organizations grow and working arrangements adapt to hybrid and remote work, keeping employees supplied with the right devices in a timely manner can be challenging. Traditional device procurement models require large, upfront capital costs for devices. Due to this large capital investment, some of which is financed with loans that can have unfavorable terms, organizations experience strained budgets and slow refresh cycles. New models are required to help organizations manage costs while still providing devices on a regular basis to those who need them.

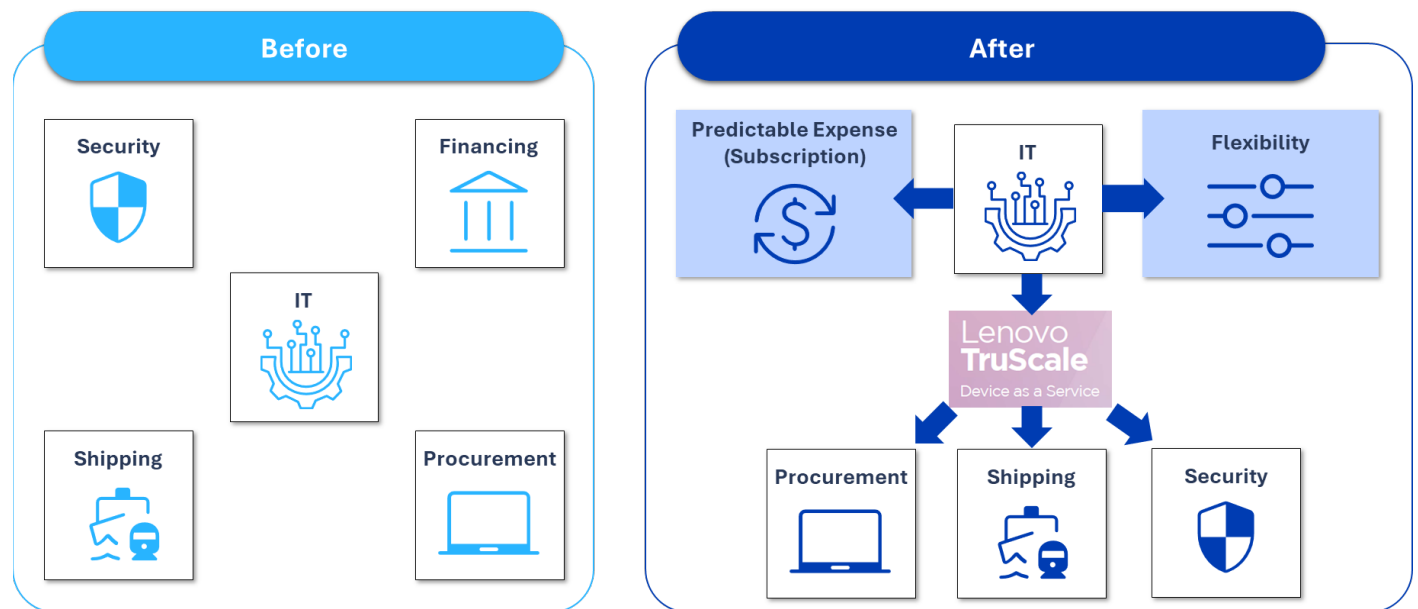
Especially when dealing with employees working in multiple countries, IT departments can quickly become engrossed in shipping fees and complicated logistics. The administrative overhead can slow down refresh cycles and cause IT departments to sit on inventory for longer periods as they determine the best way to

distribute devices to employees. Organizations that choose to pre-buy hardware may find that they can't get all the hardware into employees' hands before their inventory becomes obsolete. Additionally, high-value IT resources are stuck doing tasks that don't contribute to the bottom line.

Lenovo TruScale DaaS transforms device costs from unpredictable capital expenditure to predictable operational expense through flexible subscription pricing. Organizations select devices and service levels based on actual business requirements, with pricing structured as a per-device monthly subscription. The subscription model includes all costs—hardware, deployment, support, security services, and end-of-life processing—eliminating hidden expenses and budget surprises.

The flexible contract structure enables organizations to scale device quantities up or down based on workforce changes, add new device types as technology evolves, and adjust service levels without contract renegotiation. This elasticity ensures organizations pay only for what they use rather than over-provisioning to accommodate potential future needs. These services also enable IT departments to eliminate time-consuming tasks such as configuring, shipping, and tracking devices for potentially thousands of employees. All of these services are available for multiple device types under a single contract structure.

Figure 3. Lenovo TruScale DaaS handles the tasks that are often IT's responsibility



Source: Lenovo and Omdia

Why this matters

According to Omdia research, 72% of respondents expected to increase their IT spending in 2026 compared to their 2025 spending. Additionally, they reported that 16% of that budget increase will be allocated to end-user computing and another 13% each to end-user computing services and service desk budgets.³ It's likely that these budget increases will include the often-significant upfront capital investment required by traditional device procurement, but it may not meet employees' needs. However, staying within these budget constraints is challenging, limiting technology refresh cycles. Also, organizations often delay necessary upgrades due to capital availability, resulting in productivity losses from outdated technology.

Omdia validated that Lenovo TruScale DaaS eliminates capital expenditure barriers by converting device costs to predictable monthly operational expenses. Finance teams gain accurate cost forecasting, while IT leaders can refresh technology on optimal cycles rather than budget-constrained timelines. According to one case study reviewed by Omdia, one Lenovo customer that offers technology services to enterprises used Lenovo TruScale DaaS to save their client \$40,000 on the first phase of their end-user device refresh project.

With Lenovo TruScale DaaS, organizations can deliver the devices employees need, while optimizing costs and increasing flexibility.

Operational efficiency and scale, with security

Omdia validated how Lenovo TruScale DaaS provides organizations with increased efficiency and scale, while handling device security on behalf of their customers.

Omdia analysis

Device lifecycle management, especially in large, multi-national organizations, has many challenges. IT teams must often deal with various region- and device-specific procurement and operational models. Constantly changing requirements and regulations, with unexpected expenses such as import fees, make it difficult for IT teams to operate efficiently across the globe. These challenges make it difficult to scale device refreshes and procurement, often requiring help from multiple vendors in various locations. Additionally, these devices must also be secure so employees can safely and productively use them.

Lenovo TruScale DaaS consolidates device lifecycle management under a single vendor relationship, dramatically reducing administrative complexity and enabling efficient scaling. Organizations manage their entire device fleet through unified interfaces and processes rather than coordinating across multiple vendors for procurement, support, security, and disposal. Single-contract simplicity eliminates vendor management overhead, reduces procurement cycles, and streamlines invoice reconciliation.

Lenovo xIQ Digital Workplace Platform is an AI platform that personalizes device selection for each employee based on several factors, such as employee role, work patterns, application requirements, and collaboration needs. It considers factors, including processing power requirements, mobility needs, display preferences,

³ Source: Omdia Research Report, [2026 Technology Spending Insights: The Race for Success as AI Spans the Globe](#), March 2026.

and specialized software demands, to match each employee with devices that maximize their specific productivity.

Beyond initial device selection, the platform provides personalized support experiences with proactive issue detection and role-appropriate assistance levels. High-impact users receive priority support, while standard users access self-service resources, optimizing support resource allocation.

Lenovo TruScale DaaS also enables organizations to deliver comprehensive security solutions to the devices their employees use. Lenovo Security Services and ThinkShield deliver multi-layered endpoint protection integrated throughout the device lifecycle, from manufacturing through retirement, featuring AI-enhanced threat detection, endpoint protection, and security management on top of hardware security foundations. The integrated approach provides 360-degree protection, covering endpoints, cloud connectivity, and data security through partnerships with market-leading security vendors.

Why this matters

Managing devices for a global workforce requires coordination with multiple vendors along with the administrative burden. IT teams often find themselves dealing with procurement, deployment logistics, and vendor management instead of strategic technology initiatives that drive business value. These challenges also lead to increased risk of service gaps, failure or inability to account for diverse technology needs, and suboptimal security that relies on the bare minimum.

Lenovo TruScale DaaS includes the services and tools organizations require to reduce the strain on IT teams while providing employees with the devices and support they require. TruScale DaaS eliminates vendor fragmentation through comprehensive single-source management. The Lenovo xIQ Digital Workplace Platform ensures every employee receives technology optimized for their specific role and work patterns. It also proactively detects issues and assists employees appropriately. And Lenovo delivers advanced endpoint security as an integrated service, applying consistent security policies across all devices and providing AI-enhanced endpoint protection.

By taking advantage of Lenovo TruScale DaaS, organizations provide their employees across the globe with the right devices, the appropriate level of support, and integrated security, while reducing administrative overhead and complicated vendor relationships.

Analyzing the potential cost savings of Lenovo TruScale DaaS

Omdia analyzed the potential cost savings of using Lenovo TruScale DaaS by executing a specific business scenario using Lenovo's TCO calculator.

Factors impacting device management economics

There are several factors that impact how much an organization can save by using Lenovo TruScale DaaS. Omdia identified several critical elements required to provide a realistic savings model:

- **User downtime:** Tracking how many IT issues are typically encountered as well as how much time is lost every time an issue occurs is an important gauge for the current state of an organization. User downtime

costs the organization money via lost productivity, and any service that reduces downtime can save organizations significant amounts of money.

- **Device spending:** Another critical element of the savings model is the current amount spent to purchase devices. This measurement is the capital expenditure required to furnish employees with the devices they need to be productive.
- **Vendor management:** Many organizations, especially those with a global footprint, manage multiple vendors to ensure consistent logistics in various regions, as well as gain help to manage region-specific requirements.
- **Configuration/deployment:** Depending on business requirements and region, there can be many steps that IT teams must take to properly configure various device types for the right roles. Complex configuration can increase the time it takes to deploy devices, slowing down deployments and refreshes and costing organizations more in upfront expenses.

Omdia analysis

Omdia validated an economic model used by Lenovo to provide insight into the cost savings organizations can hope to achieve by using Lenovo TruScale DaaS instead of managing the procurement and configuration of devices themselves. Lenovo's model considers many factors that impact the overall cost of managing end-user devices, including the tasks required to configure and deploy devices, the current time spent helping employees with issues, and vendor management overhead. It also accounts for internal expenses, or expenses related to the work of internal IT teams, and external expenses, or expenses related to contractors and vendors who may do some of the work on the organization's behalf. Omdia examined the model in detail and found it to be a fair and complete representation of the costs associated with end-user device management.

Our analysis was based on a modeled company of 20,000 employees with an average FTE annual salary of \$60,000. For our analysis, we assumed a three-year replacement cycle for devices. We modeled the current cost of user downtime if end users have issues about every other week and lose 20 minutes of productivity per issue. Over the three-year period, this amounted to 450,000 lost hours at a cost of \$15,000,000. In our scenario, through the proactive issue detection and the seasoned expertise of Lenovo's technicians who configure the devices, **we estimated a 70% reduction in user downtime** to 135,000 lost hours per three-year cycle. Doing so reduced the cost of employee downtime by \$10,500,000 to \$4,500,000 per three-year cycle.

As for the devices, we modeled two devices, one that costs \$800 for most employees and a more expensive \$1,200 device for certain roles. In our scenario, there could be more than one device per employee, so we modeled 20,000 employees with 30,000 total devices deployed. With 90% of the end users using the cheaper option and 10% using the more expensive device, that amounted to an average cost of \$840 per employee. Factoring in total device cost, maintenance costs, and the residual value of the devices at the end of the three years, the total current cost to the company for the devices came to \$25,706,520.

The next step in our analysis was to establish current lifecycle costs and determine how using Lenovo TruScale DaaS would impact them.

Our scenario accounted for \$1,600,000 for internal costs. These costs include procurement, managing vendors, configuration/deployment, management of the devices, service desk, retirement, and a buffer for overstock or unused devices. Our scenario also included a total external FTE cost (contractors) of \$525,000 and another \$300,000 in additional external costs.

As shown in **Table 1**, using Lenovo TruScale DaaS, organizations offset most of these expenses because Lenovo handles many of the necessary device lifecycle tasks, leaving only about \$50,000 of remaining obsolete/unused device cost to the organization. This means that the organization in this scenario would save \$2,375,000 in device lifecycle costs over the course of three years. Additionally, shifting the tactical work of logistics, shipping, deployment, and device management to Lenovo DaaS enables organizations to allocate IT resources to higher-value strategic work, improving the utilization of existing IT expertise and capacity. With all this in consideration, Omdia estimated **a 98% reduction in customer-retained internal/external device-management operating costs over the course of three years.**

Table 1. Device management operating cost savings of Lenovo TruScale DaaS

Cost categories	Current cost	With Lenovo DaaS
Internal costs	\$1,600,000	\$50,000
Total external FTE cost	\$525,000	\$0
Additional external costs	\$300,000	\$0
Total internal and external costs	\$2,425,000	\$50,000

Source: Omdia

Finally, Omdia modeled how much the company in this scenario would have to pay Lenovo for the subscription itself. Considering a reduced number of devices due to more accurate and flexible device procurement models (26,000) and an average subscription cost of \$31.30 per month per device, the annual cost of the subscription would be \$9,765,000. This equates to a three-year subscription cost of \$29,296,800.

As shown in **Table 2**, the subscription cost would be slightly higher than the cost of just purchasing the devices. However, the real cost savings would come in the form of lower lifecycle costs, improved user productivity, and reduced downtime over the three-year refresh cycle. Taking all these factors into account, Omdia calculated **an overall TCO savings of 22% over a three-year period** by switching to Lenovo DaaS.

Table 2. Costs before and after Lenovo DaaS

Cost categories	Previous cost	Cost with Lenovo DaaS
Device lifecycle management	\$2,425,000	\$50,000
Productivity cost of downtime	\$15,000,000	\$4,500,000
Device cost	\$25,706,520 (capex)	\$29,296,800 (opex)
Total cost over three years	\$43,131,520	\$33,846,800

Source: Omdia

Why this matters

Several factors determine how much organizations have to spend to provide their employees with the devices they need to successfully do their work. Some of these include the cost of procuring, configuring, and deploying the devices. Another significant cost is employee downtime due to issues with the devices. With these resolved by a single vendor, organizations can potentially save large amounts of money over the course of a three-year refresh cycle.

Omdia analyzed the potential cost savings based on a Lenovo-provided economic model. We used a model of a large enterprise company and created a scenario involving 20,000 end users with around 30,000 total devices in use to start. We used this model to determine the economic impact of switching this hypothetical company to Lenovo TruScale DaaS instead of handling all device management in-house.

In our scenario, over the course of three years, our sample company saw a 98% reduction in device lifecycle expenses. We also projected a \$10,500,000 savings in user downtime costs, with a 70% reduction in user downtime. Finally, we saw a slight increase of \$3,590,280 compared to the pure costs of buying devices due to the per-device subscription cost for Lenovo TruScale DaaS. However, it's important to remember that this expense is a predictable operational expense instead of an upfront capital expense. With all these factors considered, our analysis showed an overall reduction in TCO of 22% over three years by switching to Lenovo DaaS.

Conclusion

Organizations are constantly working to provide their employees with the best working experience, especially when it comes to providing secure, modern machines that help them be as productive as possible. With the increased interest in AI at the endpoint, many organizations struggle to continually keep up with newer technologies. Additionally, challenging logistics and slow refresh cycles make it more difficult to deliver devices before they become obsolete.

Lenovo TruScale Device as a Service transforms device management from a complex, capital-intensive operational burden into a strategic enabler of business value. Organizations adopting TruScale DaaS achieve measurable benefits across financial performance, workforce productivity, operational efficiency, and security resilience by transforming capital upfront expenses into predictable operational expenses.

Omdia validated that Lenovo TruScale DaaS solves several device management challenges through an integrated, subscription-based platform. With access to Lenovo's entire device portfolio, built-in security features, and a flexible, scalable model, organizations can use Lenovo TruScale DaaS to provide their employees with the devices they need to take advantage of AI capabilities and increase productivity while reducing complexity and TCO. Using a Lenovo-provided economic impact model, Omdia modeled a scenario in which a company of 20,000 employees would stand to reduce TCO by 22% over the course of three years.

If your organization aims to transform the IT department from a logistics and shipping department to an enabler of business value and productivity, we recommend you give serious consideration to Lenovo TruScale DaaS.

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