



**Smarter
technology
for all**

Lenovo

Lenovo Digital Workplace Solutions

Smarter leverages tomorrow, today

Gen AI-powered Lenovo Service Desk
elevates employee experiences
and productivity



Why you need a next-gen service desk for a seamless digital workplace

As IT leaders continue their journey to the seamless digital workplace in an environment increasingly shaped by AI, they face the challenges of how to introduce automation that strengthens productivity, and how to elevate employee experiences with next-gen technology.

Investing in employee experience has been shown to drive revenue gains of as much as 50%, with happier staff being more productive.¹

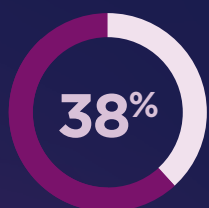
Your service desk now has a crucial role to play in strengthening employee satisfaction and performance. But to be successful, it needs to combine Gen AI and automation with expert support.

A study states, an AI assistant not only helped workers become more productive, resolving 14% more issues per hour on average, but it also improved customer sentiment and employee retention, while reducing requests for the manager.²

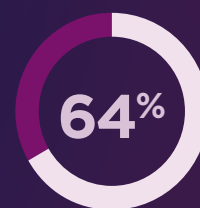
To achieve the next-gen service desk that advances your transformation, you need to understand how you can:

- counteract the surge in ticket volumes that has resulted from increasing reliance on technology across the business
- automate workflows across your digital workplace for better operations
- leverage AI for proactive issue resolution and automated self-service for 'ask once' escalations
- strengthen employee satisfaction and productivity with Gen AI-powered, hyper-personalized experiences

And Lenovo is not the only expert to recognize this direction of travel. Gartner has predicted that, through 2027, 25% of CIOs will use augmented connected workforce initiatives to reduce time to competency by 50% for key roles. The trend is supported by smart work that will be made possible through advancements in workplace automation and AI.



of CIOs think the main productivity gain from AI will be from enhancing the employee experience⁴



of employees believe their experience with technology impacts their morale, but only 20% of C-suite put budget toward improving the digital employee experience⁵

1. HBR, 2022
2. Accenture, 2024
3. Gartner, 2024
4. Lenovo, CIO Survey, 2024
5. Ivanti, Digital Employee Experience Study, 2022

Breaking down your challenges

Lagging legacy platforms

To maximize employee productivity and optimize experiences, you need to address legacy ITSM platforms that have no automation or self-help options. These can not only provide a subpar employee experience, but also create longer issue resolution times – compromising productivity and ultimately costing your business money. Such systems also tend to trap your users in a finger-pointing loop – employees with service desk issues get transferred from one team to another, issues remained unresolved, and frustration builds.

Driving real outcomes

The over-arching issue that you face with the advent of automation and Gen AI is working out how you can turn these transformative technologies into tangible business value. Especially given that, while 96% of CIOs expect to increase AI investments over the coming year, only 1 in 5 expect overall IT budgets to grow by more than 10%.⁶

Sub-optimal support

It's true that some businesses – faced with a lack of dedicated resources and internal skills to achieve the outcomes they want from a next-gen service desk – are turning to third parties to deliver automated, well-orchestrated, and secure solutions. But it's also true that many still suffer from long wait times, various change orders, and slow ticket resolution as a result of a mixed delivery model across several vendors.

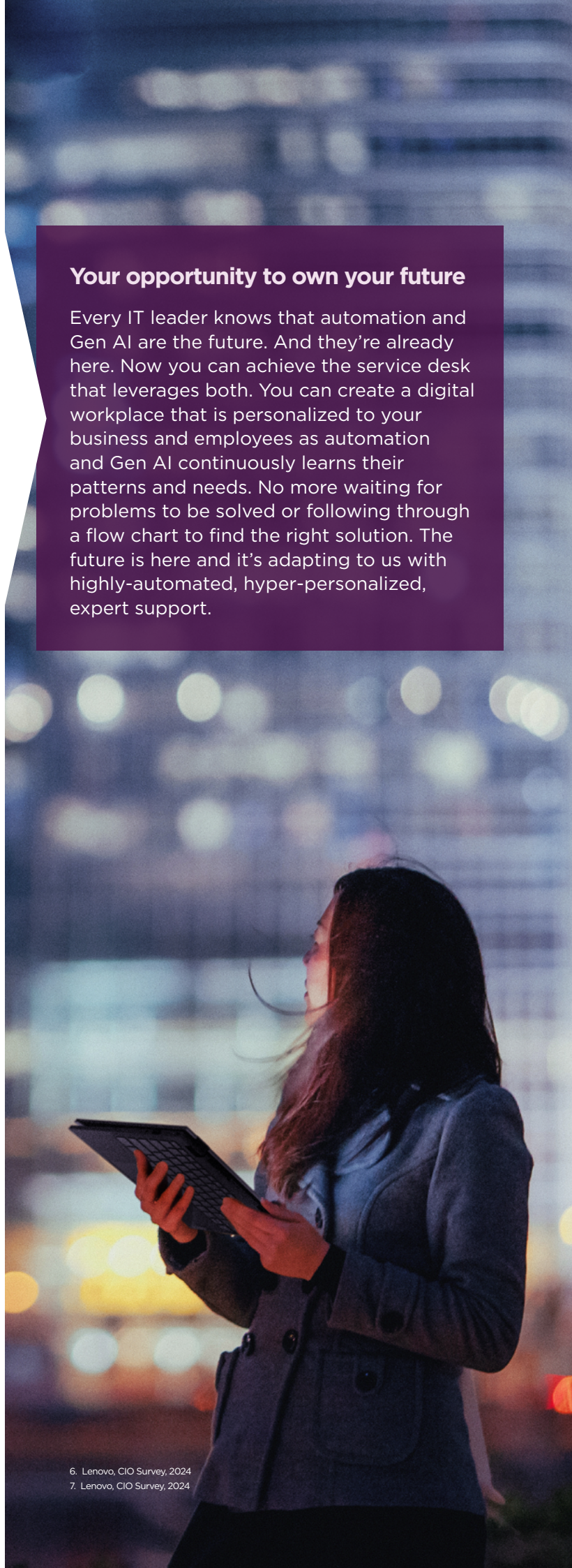
Added to which, businesses that do invest in digital workplace solutions – including service desk optimization – often fail to maximize operational efficiency and minimize costs. ROI suffers. It may well come as no surprise that 61% of CIOs find it either very or extremely challenging to demonstrate ROI with tech investments.⁷

Your opportunity to own your future

Every IT leader knows that automation and Gen AI are the future. And they're already here. Now you can achieve the service desk that leverages both. You can create a digital workplace that is personalized to your business and employees as automation and Gen AI continuously learns their patterns and needs. No more waiting for problems to be solved or following through a flow chart to find the right solution. The future is here and it's adapting to us with highly-automated, hyper-personalized, expert support.

6. Lenovo, CIO Survey, 2024

7. Lenovo, CIO Survey, 2024



Your future is Lenovo Service Desk

Obtain Gen AI-powered, highly-automated, and hyper-personalized support through a single point engagement model that provides personalized intelligence, seamless self-service, and 'ask once' escalations to maximize employee experiences and operational efficiencies.

The outcomes that accelerate your transformation

Maximized experiences

Deliver pre-emptive support for your employees and gain a cost-effective, single point engagement model for end-to-end support across both the business and IT.

Active adaptation

Gain a service desk tailored to your business' requirements – now and in the future. With our Gen AI platform and tailored Digital Workplace Solutions service offerings, you can continually shape outcomes around your changing needs.

Superior customer service

Count on Lenovo to deliver superior expertise, comprehensive coverage, and constant availability with our next-generation Service Desk offering.



Set new standards with Care of One™

Lenovo Service Desk is delivered through Care of One™ – our comprehensive, Gen AI-enabled digital workplace delivery platform that revolutionizes the work environment. Experience digital workplace solutions designed around your people and the technology they need to be most productive.

85%

First Time Contact Resolution Rate (FCCR)⁸

>90%

CSAT SLAs⁸

50%+

Tickets resolved via automated channels⁸

30%

lower end-user support costs⁹

40%

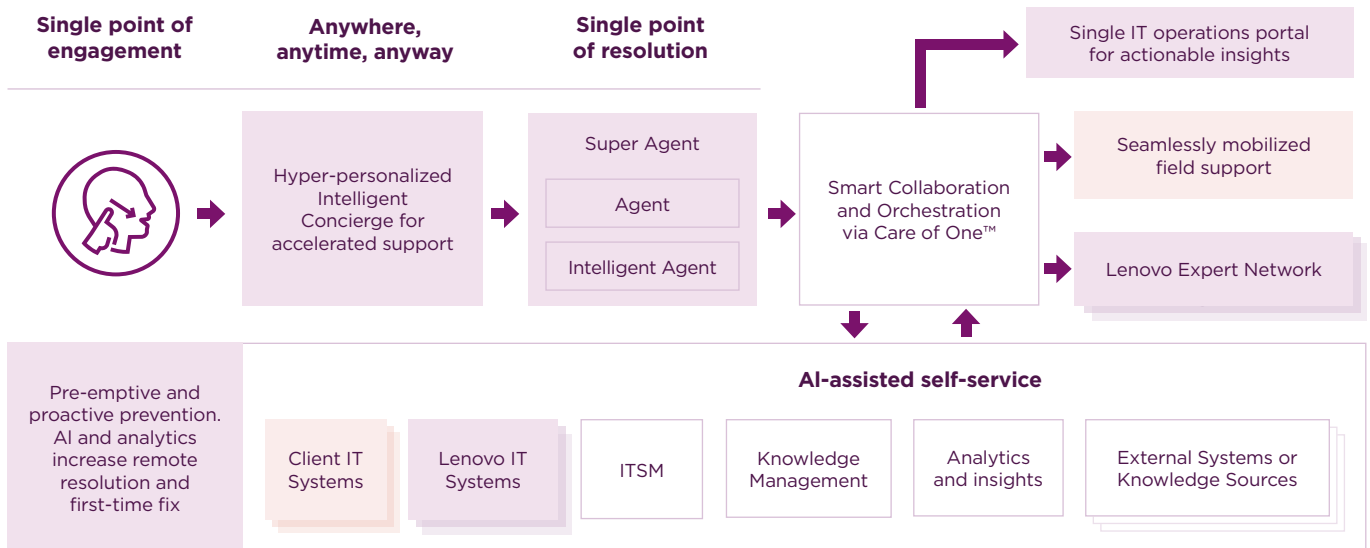
of issues proactively resolved⁹

Powered by Care of One™, Lenovo Service Desk enables your employees to be more responsive to your customers, driving profitable revenue growth through a more productive and effective service at optimized cost.

8. Based on Lenovo internal Service Desk provided for 75,790 users across Lenovo.

9. Based on financial modelling and preliminary insights on data collected on 21K Lenovo internal IT tickets run through a Care of One assessment.

See how Lenovo Service Desk and Care of One™ drive business value



Empower your employees

- Rely on seamless issue resolution – reducing escalations and minimizing delays – with a single omnichannel point of engagement.
- Enhance the user experience by providing personalized support tailored to an individual’s context, utilizing data ingested and contextualized from IT and other systems such as HR, CRM, and ITAM. This approach ensures support is configured based on the unique needs and circumstances of each end-user.
- Be sure of fast and proactive support, improved self-service, and reduced wait-time with our Gen AI-powered Virtual Assistant that lives within your professional ecosystem.

Maximize efficiency and ROI

- Solve issues before they become problems with advanced Lenovo Device Intelligence+ (LDI+) built on robust analytics, AI, and automation.
- Bring all your data into one place for a faster and more cohesive service with Care of One™’s advanced orchestration.
- Increase employee productivity by minimizing downtime.

Improve IT and business operations

- Free up your IT teams to focus on high-value tasks and other responsibilities, with Lenovo Service Desk acting as a strategic extension of your team.
- Achieve end-to-end ticket ownership across logging, resolving, escalating, and closing.
- Automate resolver group matrixes for smarter ticket routing with fewer misroutes and human error eliminated.

Peace of mind with Lenovo

- As the #1 PC vendor, organizations across the world rely on our high level of service and our supply chain.
- Gain peace of mind by partnering with a trusted advisor for complete lifecycle services and support.
- Built on Lenovo’s experience of delivering robust and high quality products and support our customers need.

The difference Lenovo can make

Lenovo Service Desk 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 achieve:



Our unique Care of One™ platform

Lenovo's Care Of One™ has been built using our own experience of leveraging Gen AI across our business to deliver the latest best-of-breed technology for maximizing service experiences, including our Care of One™ Virtual Assistant embedded into your professional ecosystem.



Predictive analytics and pre-emptive support

Care of One™ and Lenovo Device Intelligence+ (LDI+) combine predictive analytics and real time device monitoring to proactively identify and resolve issues before they become problems. This leads to increased employee productivity, lower IT costs and better device utilization.



A clear roadmap

Our Service Desk Maturity Assessment assesses the effectiveness of your current service desk operations and identifies improvement areas, providing the roadmap you need to get you from where you are today to where you want to be in your service desk journey.



Faster issue resolution

Lenovo's hardware expertise enables us to deliver a shift-left strategy that prioritizes early intervention in the support lifecycle, with 'ask once' escalations for faster issue resolution.



User adoption support

Lenovo's Organizational Change Management team align during your transition to drive end user adoption of digital technologies that impact business outcomes.



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.

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

Contact your [Lenovo Representative](#) today

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