

Lenovo Digital Workplace Solutions

TruScale DaaS Management Portal

Data driven visibility across the device lifecycle

TruScale DaaS Management Portal is a ServiceNow-based customer portal that brings **device, inventory, delivery, and service information together in one place**—giving you real-time visibility, self-service capabilities, and greater control across your Device-as-a-Service (DaaS) lifecycle.

Why this matters

As DaaS environments scale, managing device activity across multiple systems can become complex and manual. Information often sits across spreadsheets, emails, and disconnected platforms—making it harder to manage exceptions, track commitments, and deliver a consistent customer experience. The DaaS Management Portal brings this information together so you can see what is happening, act faster, and stay ahead of issues.

What it does

- Provides real-time visibility across the device lifecycle
- Gives teams a single view of inventory, device activity, and exceptions
- Enables self-service and request lifecycle management
- Supports real-time employee updates and engagement
- Improves visibility into service performance and SLA outcomes

Why it's different

The TruScale DaaS Management Portal creates an "Amazon-like" experience for managing devices—combining real-time observability, self-service, exception management, and a global view of device activity in one place. Built on Lenovo IP and ServiceNow, it connects information across systems to create a simpler, more transparent DaaS experience.

This is for you if...

- You manage a large or distributed DaaS environment
- You need real-time visibility across devices and inventory
- You want fewer spreadsheets, emails, and manual updates
- You need faster exception handling and better SLA visibility
- You want a simpler, more transparent experience for your users

Explore what's possible with TruScale DaaS Management Portal today.

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