



Smarter
technology
for all

Lenovo

Lenovo Implementation Services

Smarter supports a smoother start, right from the unboxing

Lenovo Drop in the Box

Getting a new device should build momentum, not create confusion. But for many employees, especially those working remotely or in distributed teams, onboarding starts with uncertainty. How do I log in? What are the security steps? Who do I call for help?

Without clear and timely guidance, users hesitate. Devices sit idle. Support queues grow. The employee experience suffers, and IT teams are pulled away from strategic priorities to answer the same setup questions over and over.

Lenovo Drop in the Box addresses this by placing your onboarding materials directly inside the device packaging. Whether it's setup steps, IT policies, or a personalized welcome letter, your message arrives exactly where it's needed—alongside the device, ready to guide the user from the very first touchpoint.

Extend the experience beyond the device

First impressions should feel guided, not guessed

When users open a new device, they need more than just hardware. They need answers. Without setup instructions in hand, many rely on guesswork—or reach out to IT for help that could have been avoided.

A simple solution with outsized impact

Drop in the Box inserts your printed onboarding content directly into the device packaging at the factory. From login steps and policy overviews to welcome letters and support contacts, your content reaches the end user at exactly the right time—no extra shipments, no follow-ups.

Custom, consistent, and easy to deploy

You provide the content. Lenovo handles the rest. Documents are printed in black and white at high resolution and professionally packaged with each system—standardized and scalable across your deployments.

This small step eliminates confusion, reduces support tickets, and creates a more intentional onboarding experience from the very first unboxing.

How it works

Drop in the Box supports up to 20 pages of documentation, printed in grayscale, single- or double-sided, and inserted into the system box before shipping. Supported formats include PDF, DOC, or DOCX. The service is available globally for ThinkPad, ThinkCentre, and ThinkStation devices.

What you can include

- Setup instructions or quick-start guides
- IT policies or support contact information
- Role-based checklists or onboarding steps
- Welcome notes from leadership or HR
- Links or QR codes to internal resources

Make every unboxing experience count

Ensure employees have everything they need from the start—without extra emails, follow-ups, or support tickets. **Drop in the Box** brings your onboarding content directly to their hands at the perfect time.

Talk to your **Lenovo representative** to include Drop in the Box in your next rollout and deliver a smoother, more consistent onboarding experience across every device.

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