Lenovo Work Reborn Research Series 2025

Achieving invisible IT.

How to remove digital barriers and make employee experience effortless.

Smarter
technology
for all

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Bring the new without the barriers.

Complex IT systems and limited AI capabilities are preventing enterprises from maximizing the value of their digital workplace.

In our first report in the Work Reborn research series, we revealed that while productivity is a major priority for IT leaders, employees are often not provided with the digital environment they need to do their best work.

Workplace transformation is required—especially when it comes to unleashing the full potential of AI. But as our second report showed, the road to modernizing IT environments is not straightforward. Most recently, in our third report, we highlighted the security risks presented by Gen AI adoption in the workplace. IT leaders needed to protect their workplaces against emerging AI-enabled threats—and ensure reliable and seamless IT operations while they transform their digital workplaces.

In this report, we turn our attention to a critical enabler of workplace transformation: making IT support invisible in order to free up IT teams to work without disruption.

Our research explores how organizations can overcome fragmentation and complexity by introducing predictive and proactive IT support. We examine the current state of AI-enabled support adoption, the barriers organizations face—such as cost, process complexity, and AI skills gaps—and the concrete steps leaders can take to achieve a seamless, employee-focused digital workplace.

Drawing on insights from our survey of 600 IT leaders and real-world approaches, this report outlines the path to fully integrated, AI-enabled support that creates an effortless employee experience.

Hope you enjoy the report.

Rakshit

Rakshit Ghura
Vice President & General Manager
Lenovo Digital Workplace Solutions

Create an uninterrupted employee experience.

Our latest report outlines the possibilities of invisible IT—and the steps organizations need to take to achieve it.

Click to jump to section:
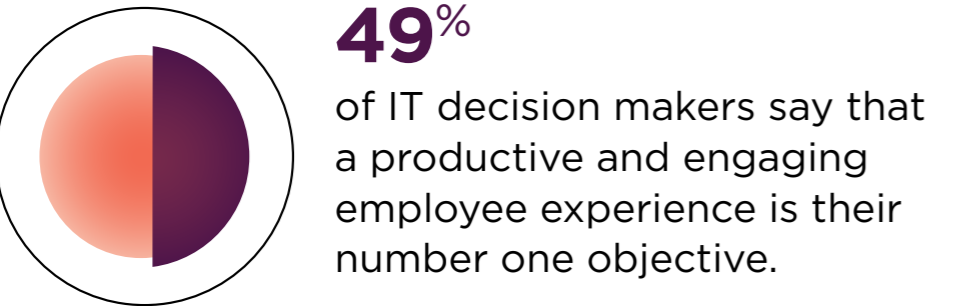
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Focus on complexity.

Digital workplaces that should empower employees have instead become disconnected—leading to daily struggles for both employees and IT teams.
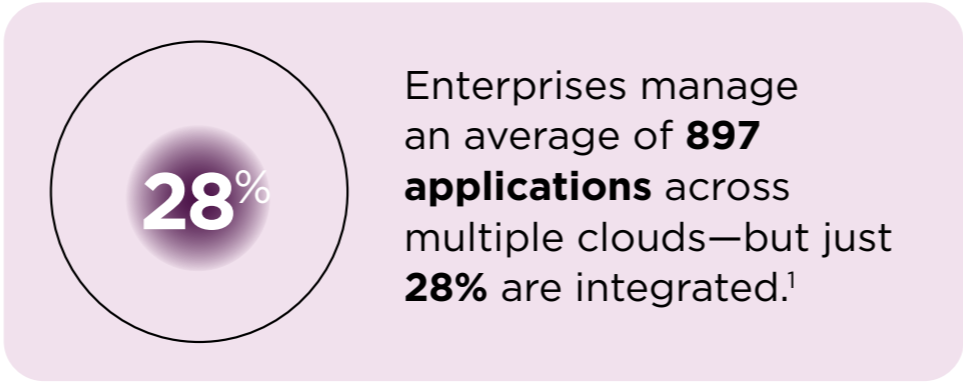
Productivity is a priority.

IT leaders have a mandate to maximize the productivity and engagement of their organizations' workers.

But the drastic upheaval of the way businesses work—first to remote and then hybrid working—has resulted in a disconnected digital workplace.

49% of IT decision makers say that a productive and engaging employee experience is their number one objective.

Only 36% of IT leaders believe their current digital workplace supports employee engagement 'very effectively'.

A fragmented view.

In the rush to enable collaboration amid rapidly changing circumstances, businesses have accumulated a disparate mix of tools, devices and IT management platforms.

28% Enterprises manage an average of **897 applications** across multiple clouds—but just **28%** are integrated.[1]

This undermines the employee experience, creating interruptions and forcing users to switch between applications to get their work done. And it jeopardizes IT teams' ability to support the digital workplace, with disconnected tools increasing the risk of disruption to productive work.

"The digital workplace has become totally fragmented. Hybrid work has led to inconsistent employee experiences—giving rise to a lot of new tools and technologies, reducing IT visibility."

Rakshit Ghura
Vice President & General Manager
Lenovo Digital Workplace Solutions

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Putting support under the spotlight.

Multiple channels, repeated steps and clear inefficiencies are undermining the employee experience and eroding IT's impact.

Too many channels.
One of the clearest signs of a disjointed digital workplace is the fragmentation of IT support. Today, if an employee has an IT issue, they might need to:

1. Email their helpdesk.

2. Answer a phone call.

3. Chat via an internal collaboration tool.

4. Use a specialist service application.

Using all of these separate platforms creates an inefficient and time-consuming experience for each employee, detracting from their ability to work productively.

Slow and manual.
IT leaders understand the damage this is doing.

3 in 4

ITDMS agree that "slow and manual IT support processes hinder productivity and a positive employee experience".

79%

agree that "improving the employee experience requires us to transform our IT support operations".

To fulfil their obligation to boost productivity and engagement, IT leaders must work towards delivering a consistent and undisrupted working experience.

That means overcoming workplace fragmentation—and providing IT support that anticipates issues before they arise. By equipping employees with the precise level of assistance they need, businesses can minimize disruption and keep their operations running seamlessly. In other words, they can make IT 'invisible'.
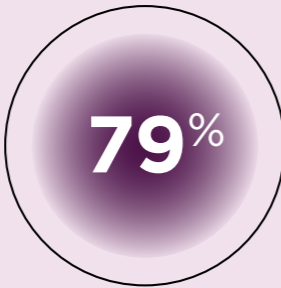
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See the opportunity.

To eliminate workplace barriers, IT must become invisible—working quietly in the background to anticipate and resolve issues before they disrupt employees.

What is invisible IT?
Experience-oriented IT support is already the goal for most IT leaders:

79% of IT leaders aim to deliver "seamless IT support that minimizes disruption to the employee experience".

To provide seamless IT support with minimal disruption, IT must become 'invisible'. Achieving this vision of effortless support for employees has two key components: predictive and proactive IT support, and hyper-personalization.

1. Predictive and proactive IT support.

In the traditional model of IT support, productivity is often affected by how long it takes for an employee to report an issue, for the ticket to reach the appropriate person, and for that person to fix the issue. For businesses, it's far better to anticipate issues before they arise.

83%   **21**%
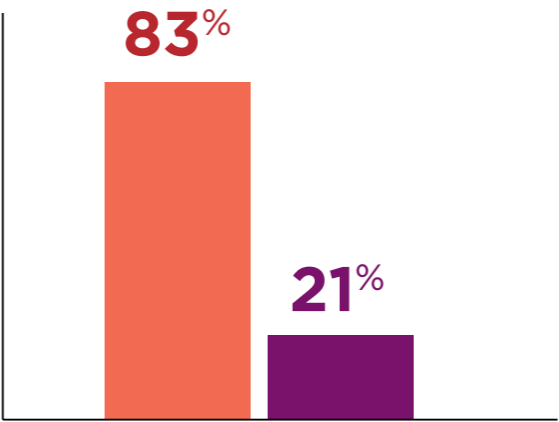
Most IT leaders agree

that "predictive and proactive issue resolution is the key to invisible IT support"—but less than 21% have achieved it.

With the application of AI to telemetry data from devices, proactive resolution becomes increasingly possible. Once an imminent fault is detected, an automated fix can be administered or, if needed, an engineer can be sent to resolve the issue in advance, minimizing downtime.

When an unplanned disruption does occur, AI can also help to accelerate the time to resolution. For example, when a user encounters an error message, they can alert an AI agent that reads the message and automatically raises and routes the required ticket. With a combination of predictive and proactive IT support and AI-powered self-service, organizations can realize the vision of the "level zero" helpdesk in which issues are resolved without any human intervention.

This combination can also provide greater visibility into IT support operations, which for today's large enterprise are often distributed across multiple outsourced support teams.

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2. Hyper-personalized IT support.

With IT support that's matched to each user's specific needs, businesses can reduce disruption and enhance overall employee satisfaction.

No two users are the same.

In the typical enterprise, IT support might be personalized to each employee's role or seniority. But this doesn't capture the true diversity of needs within an organization: two people with the same role might work in completely different ways, with completely different IT needs.

40% of enterprises will use persona-driven workplace services to improve ROI by 2026.[2]

AI now allows far greater personalization, creating detailed personas based on how employees actually use tools and technology.

This allows IT support levels to be matched to each user's specific needs, ensuring a consistent, frictionless experience across devices, platforms and locations.

For example, while testing Lenovo's agentic AI-driven workplace platform, we uncovered some interesting results.

Hyper-personalizing the workplace resulted in:

+30% improvement in employee experience.

-30% reduction in end-user support costs.

40% of issues resolved before ticket creation.

+50% faster time to productivity for new employees.[3]

Crucially, AI-driven personalization also scales across the enterprise, allowing IT to anticipate risks and adapt rollouts in ways that safeguard productivity for every employee.

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Clear impact.

By moving routine work out of sight, invisible IT frees IT teams to focus on higher-value tasks that enhance productivity and the employee experience.

What impact would predictive, proactive and personalized IT support have on your user-facing IT staff?

39% say user-facing IT staff would spend more time on higher-value tasks in their current role.

28% say they would move user-facing IT staff to other roles in the IT function.

21% say the role of user-facing IT staff would shift towards improving end-user productivity and the employee experience.

12% say they would reduce the headcount of their user-facing IT team.

Human IT teams are augmented, not replaced.

Invisible IT promises to boost the efficiency and cost-effectiveness of IT support operations, minimizing the need for human intervention in routine fixes. However, our research shows that most IT leaders agree that human-led IT support is not being replaced.

In fact, the majority of IT leaders expect that adopting AI-driven, experience-oriented IT support will allow IT staff to offer more value to the business.

This includes the **21%** who predict that the role of those IT workers will shift from fixing IT issues to improving end-user productivity and the employee experience.

Only **12%** of IT leaders would reduce the headcount of their internal IT support teams— demonstrating that IT leaders value enhancing support over reducing numbers.

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Visible results.

Streamlined operations and proactive support help organizations to unlock higher productivity, better employee experiences and accelerated business performance.

With invisible IT, businesses can improve:

Productivity.

1 AI-driven predictive IT support resolves issues before they disrupt employees.

2 Employees can focus on high-value work instead of troubleshooting technology.

3 Linking IT performance directly to business outcomes ensures that every avoided disruption translates into measurable gains in employee productivity and ROI.

Efficiency.

1 Automation reduces repetitive, manual IT tasks across the organization.

2 IT teams can operate faster and more cost-effectively, optimizing resources.

3 AI-driven orchestration continuously optimizes workflows across systems, reducing hidden costs while scaling support capacity.

Experience.

1 Anticipating IT disruptions ensures an employee experience that is free from distractions.

2 Unified support platforms consolidate touchpoints, eliminating fragmentation and enabling employees to navigate the digital workplace seamlessly.

3 Hyper-personalized support creates consistent, frictionless interactions for employees.

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Achieve invisible IT.

While some businesses are starting to make IT invisible, most are still navigating manual, reactive and standardized support.
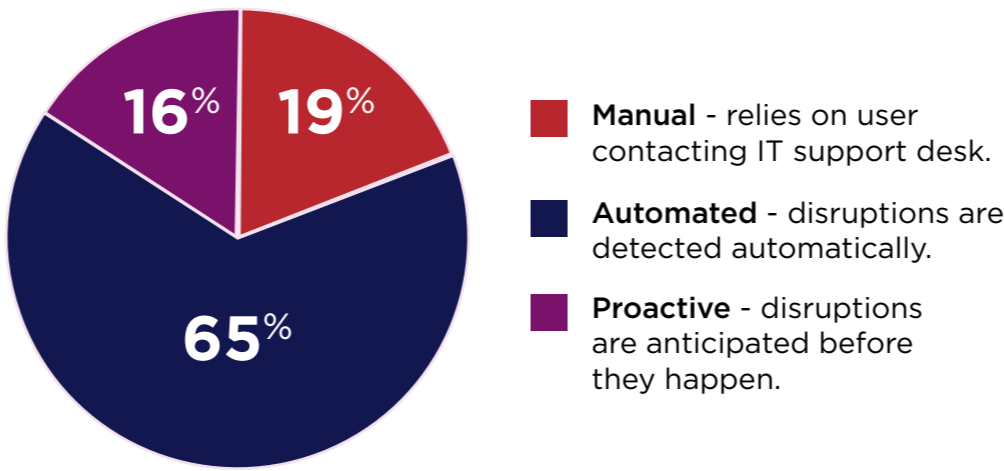
Progress is slow.

For the majority of businesses, invisible IT is far from a reality:

73% say their IT support is not 'hyper-personalized' based on each employee's role preferences and abilities.

79% say IT disruptions are not resolved proactively.

84% say they are unable to predict disruptions before they happen.

The results demonstrate that most organizations are still reactive in their approach to IT support—and there's significant scope to reimagine support as a proactive driver of performance.
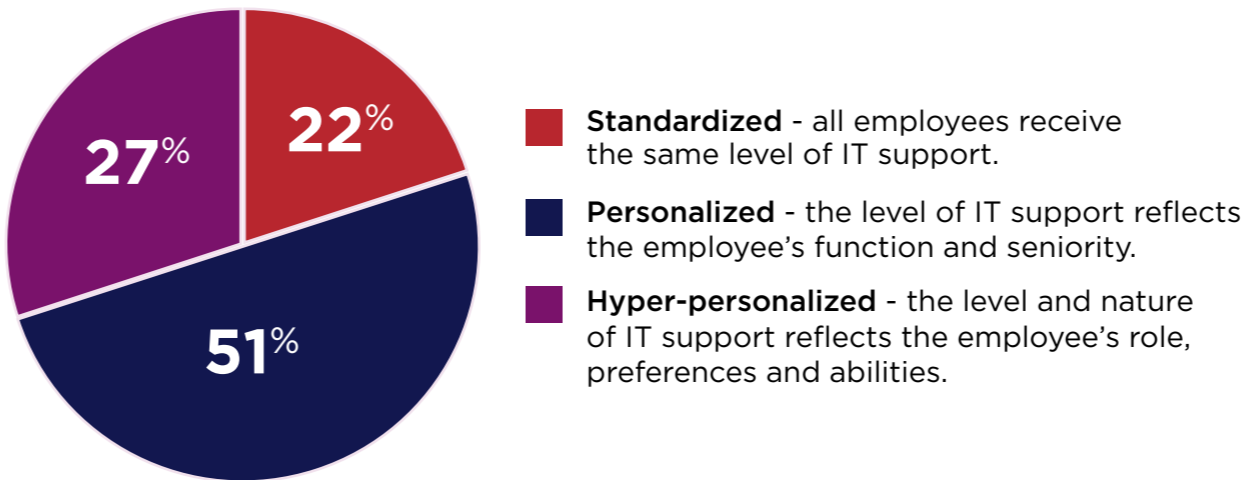
Detecting IT issues.

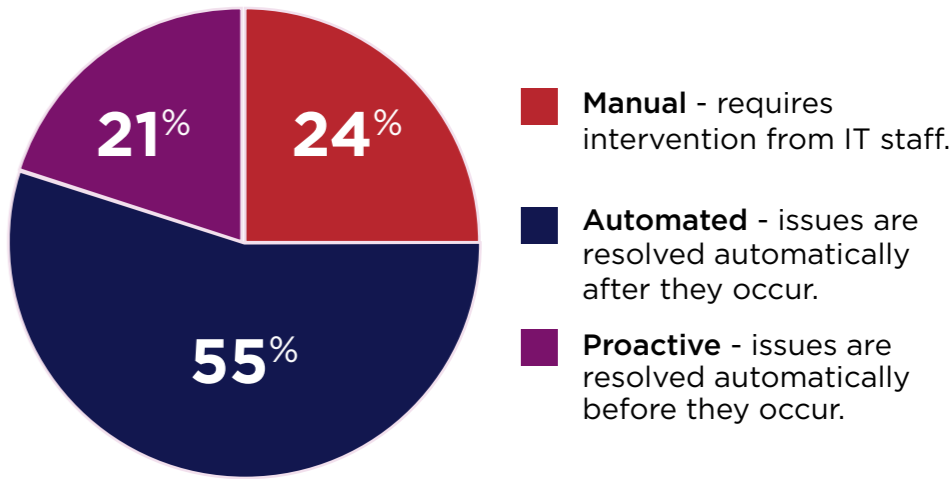How would you describe your IT organization's ability to detect disruptions to the digital workplace?

16% **19**%
65%

- ■ **Manual** - relies on user contacting IT support desk.
- ■ **Automated** - disruptions are detected automatically.
- ■ **Proactive** - disruptions are anticipated before they happen.

Personalization of IT support.

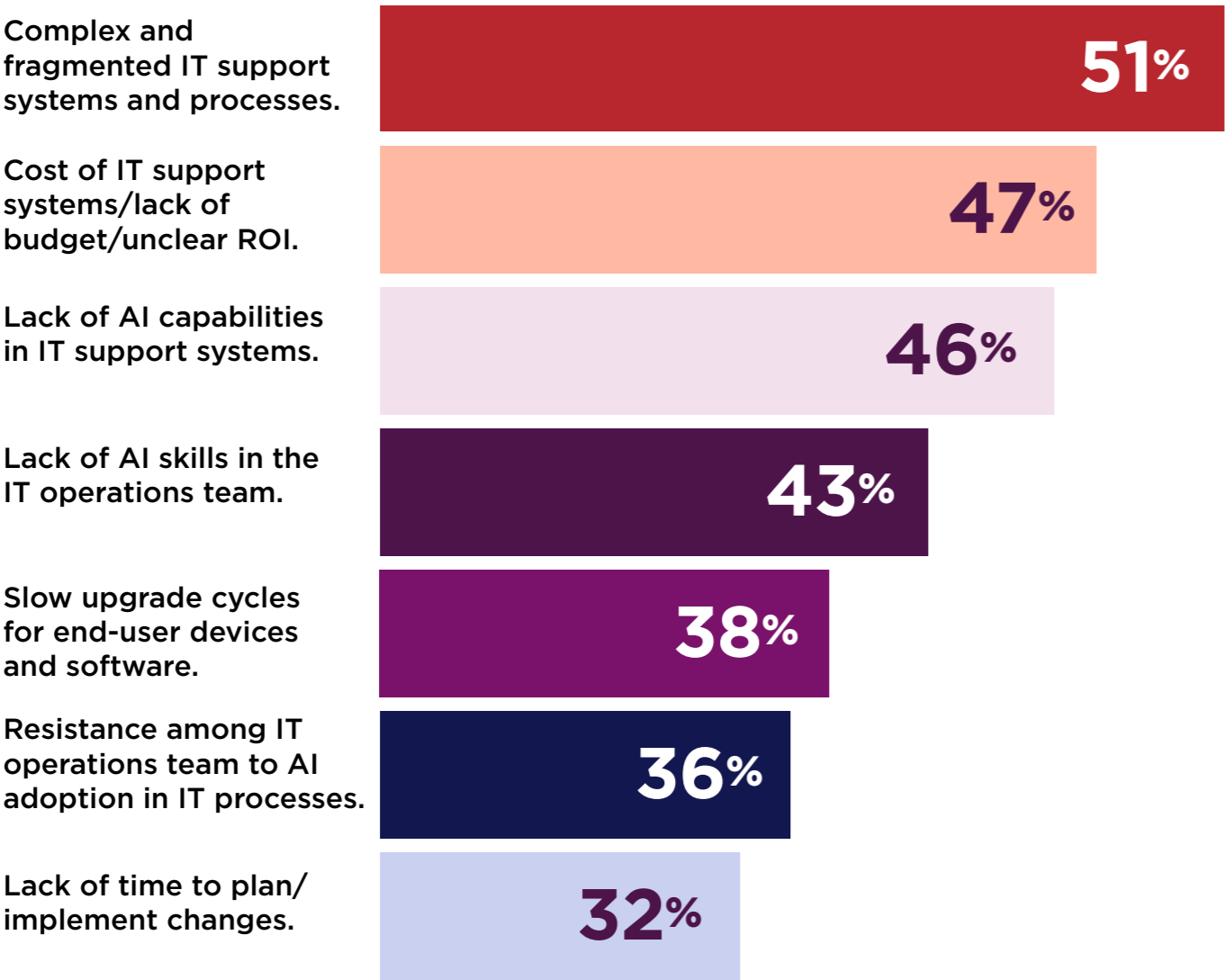In your organization, to what extent is IT support tailored to its employees?

27% **22**%
51%

- ■ **Standardized** - all employees receive the same level of IT support.
- ■ **Personalized** - the level of IT support reflects the employee's function and seniority.
- ■ **Hyper-personalized** - the level and nature of IT support reflects the employee's role, preferences and abilities.

Resolving IT issues.

How would you describe your IT organization's ability to respond to disruptions to the digital workplace?

21% **24**%
55%

- ■ **Manual** - requires intervention from IT staff.
- ■ **Automated** - issues are resolved automatically after they occur.
- ■ **Proactive** - issues are resolved automatically before they occur.

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Removing the barriers.

Overcoming fragmented systems, budget constraints and limited AI capabilities is the first step toward invisible IT.

What are your organization's main barriers to providing more predictive, proactive and personalized IT support?

Barrier	%
Complex and fragmented IT support systems and processes.	**51**%
Cost of IT support systems/lack of budget/unclear ROI.	**47**%
Lack of AI capabilities in IT support systems.	**46**%
Lack of AI skills in the IT operations team.	**43**%
Slow upgrade cycles for end-user devices and software.	**38**%
Resistance among IT operations team to AI adoption in IT processes.	**36**%
Lack of time to plan/implement changes.	**32**%

The graph displays % of answers ranked 1, 2 or 3

What's stopping invisible IT?

For IT leaders globally, the most common barrier to invisible IT is complex and fragmented IT support systems and processes. The combination of legacy IT infrastructure with the need to support distributed and remote working has left many companies with **unmanageable digital workplace estates.**

The second most common barrier is the cost of IT support systems, a lack of budget or an unclear ROI. Reported by almost half (47%) of IT leaders, this illustrates the need for action: inefficient IT support systems are a significant cost burden, and eliminating these costs will free up resources to invest in transformation.

> "If you're able to reduce your running costs, you can invest in transformation."
>
> **Lohit Lakshman**
> Industry GM,
> Lenovo DWS

Other top barriers include: a lack of AI capabilities in IT support systems and a lack of AI skills in the IT operations team. As this report acknowledges, investment in new AI tools will need to be accompanied by upskilling IT teams.

Start removing barriers today.

Our recommendations for how IT leaders can unlock the benefits of invisible IT:

Unify the data.

- AI has the power to learn how your digital workplace operates, identifying opportunities for automation and even anticipating disruptions.

- Reducing fragmentation and enabling unified, secure access to your organization's data is a crucial first step toward invisible IT.

Empower your IT support teams.

- Front-line IT support teams need to be upskilled so that new, AI-enabled insights and capabilities can be turned into improved productivity and an enhanced employee experience.

- AI should automate some routine IT support tasks and resolve problems before they arise—but critical functions will still require human supervision and decision-making.

Work with experienced partners.

- Leverage external expertise to bridge AI skills gaps within IT teams and ensure best-practice implementation.

- Partner with specialists to rapidly deploy predictive and personalized support—reducing total cost of ownership (TCO) and unlocking business value from invisible IT sooner.

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Welcome to Work Reborn.
Where IT is invisible.

Create a digital workplace that lets your employees focus and thrive, with proactive, predictive and personalized IT support.

Start here.

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

Methodology

For this study, Lenovo surveyed 600 IT leaders in April and May 2025. The survey sample included respondents from the US (17%), Canada, UK, France, Germany, India, Japan, Singapore, Brazil, Mexico (8% each), Australia (4%), and New Zealand (4%). Respondents included IT leaders from companies with at least 1,000 employees and from a range of sectors.