



Lenovo Deployment Services

# Smarter reimagines PC deployments for the future of work

## Lenovo ProvisionNow Deployment

### What's the best way to handle PC deployments?

Workplaces are virtual. IT staff, overloaded. Their experience, limited. IT budgets, constrained. And focus is diverted from driving strategic value. So, how can PCs be deployed to hybrid workforces? Disruptions to productivity limited? Costs controlled, if outsourcing the task? And focus on value creation regained?

There's a need for a solution that allows seamless PC deployment across a distributed, hybrid workforce.

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technology  
for all**

**Lenovo**








# Introducing Lenovo ProvisionNow Deployment

Lenovo's ProvisionNow Deployment service includes what is typically needed between devices arriving on site and their being in productive use. This can include PC unboxing and connection, OS setup, printer setup, device updates, manual app installation, automated app migration and automated data migration. The service can be delivered on-site, remotely or as a combination of both.

## The seven-level service model

PC deployment and migration services are provided on a customizable seven-level scale, giving the freedom to select the level of service that best meets the organization's needs. Level 1 is the most basic, with each subsequent level adding a new layer of service to the solution.

Scope associated with service levels

|  | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
|--|---|---|---|---|---|---|---|
|  Unboxing & Connection                                    | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
|  Basic OS Setup   | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |   |
|  Peripheral Setup   | ✓ | ✓ | ✓ | ✓ | ✓ |   |   |
|  BIOS/Firmware/OS/<br>Driver Updates                      | ✓ | ✓ | ✓ | ✓ |   |   |   |
|  Manual App Installation<br>(only for apps that need it) | ✓ | ✓ | ✓ |   |   |   |   |
|  Automated App Migration                                | ✓ | ✓ |   |   |   |   |   |
|  Automated Data Migration                               | ✓ |   |   |   |   |   |   |

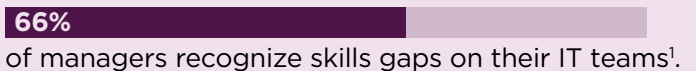
## Regain focus on value creation

Lenovo's solution eliminates time-consuming processes, frees up resources and minimizes issues that make it impossible for staff to do their best work. This approach helps to overcome internal skills shortages without needing to write a blank check for services charged on a "time and materials" basis.

Most importantly, it will empower IT leaders to prioritize key initiatives and regain focus on strategic value creation.

Finding solutions that include the right expertise and toolset to manage and run deployments, in the age of hybrid work, can be a significant challenge.

Online learning specialist Skillsoft says



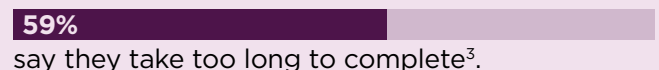
Deployment mistakes can severely impact user productivity and make it impossible for staff to do their work.

IDC reports that well-orchestrated PC deployments reduce the impact of unplanned downtime by more than<sup>2</sup>



By outsourcing activities such as deployments, CIOs can refocus their attention on the delivery of strategic projects.

Gartner research shows that most CEOs feel digital initiatives take too long to deliver value, and



<sup>1</sup> 2022, IT Skills and Salary Report, Skillsoft

<sup>2</sup> 2022, Lower Costs and Drive Better Outcomes with a Single Vendor for Multiple IT Services, IDC

<sup>3</sup> 2023, CIO Agenda, Gartner





# What “future-ready PC deployment” means for organizations

ProvisionNow Deployment’s comprehensive and flexible solution provides an alternative to in-house and third-party time- and materials-based service options. It delivers agile deployments that enable organizations to avoid the use of scarce internal IT resources, drive higher end user satisfaction, regain focus on strategic value creation and shift some resource-intensive desktide functions from in-house IT teams to highly skilled Lenovo technicians.

## Eliminate unnecessary travel

Hybrid working is making regular in-office PC deployments inconvenient, difficult to organize and expensive for most organizations. ProvisionNow Deployment represents an innovative approach in seamlessly accommodating on-site and remote employees as if they were two sides of the same deployment. With this solution, there’s no need for workers to come into the office just to collect a new machine. Devices can be shipped directly from customer sites (or the hardware vendor) to end users, and Lenovo will deploy them remotely.

## Maximize productivity and minimize disruption

Time-consuming deployment processes eat up resources, and deployment mistakes can make it impossible for staff to do their work. By using globally standardized processes based on Lenovo best practice, as well as best-of-breed tooling, it is ensured that deployments are as speedy and undistruptive as possible for end users. Deployments are handled autonomously and reliably, with minimal facilitation from customer IT teams.

## Flexibly control deployment costs

Enlisting suppliers that use time- and materials-based pricing to plug internal skills gaps often leads to unexpected and unpredictable costs. ProvisionNow Deployment is different. Before starting a deployment, a scope of service document and pricing is provided, ensuring the engagement will be executed at a fixed cost. Regional partners are also leveraged to ensure a globally standardized service at a great price point.

## Responsible data handling

Great care is taken to ensure that data is handled responsibly. If data migration is needed, peer-to-peer methods will be used to move it directly from the source to the target. Data is not copied by any other means, or to any other destination, and Lenovo never moves the data from the customer’s site while it is being migrated.



# Why choose Lenovo?



## Future-ready

Accommodating a hybrid workforce



## Cost-efficient

Fixed-price deliveries to global standards



## Reliable

Constantly incorporating global best practices



## Responsible

Productive management and data handling



## Flexible

Adapting to specific deployment needs



## Easy

Minimal facilitation required from staff

## Lenovo's track record\*

More than 90% of Lenovo's PC deployments are for repeat customers. Many use the ProvisionNow Deployment solution to upgrade IT fleets on a cyclical basis.

### Small to medium business – on-site and remote

- **130+** deployments to small and medium businesses
- **Scope – Level 1 to 7** (i.e. including the migration of applications and data)
- **46%** of individual PC deployments were made to remote workers
- **54%** of individual PC deployments were made to in-office workers

### Government and education on-site batch deployments

- **60+** batch deployment projects
- To schools, universities and local government
- **Scope – mostly to Level 5** (i.e. including app installation, updates, peripheral setup and basic OS setup)

### Cross-sector small enterprise – on-site batch deployments

- **30+** batch deployment projects
- To healthcare, financial services, distribution, information technology, retail, and food and beverage companies
- **Scope – mostly to Level 5** (incl. app installation, updates, peripheral setup and basic OS setup)

## Let's continue this conversation

so we can fully explore your organization's needs and reduce your PC deployment challenges.

The vision is yours. Get there with Lenovo.

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\*Lenovo internal data from 2022–2024

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