

# Smarter sets new standards for employee experience

Lenovo xIQ Digital Workplace Platform (formerly Care of One™) is the new AI-enhanced delivery platform that makes the modern workplace smarter.

Our platform™ uses Gen AI to identify, configure, and orchestrate workflows according to individual employee personas. This means a hyper-personalized experience for your employees, elevated productivity for all, and the automation of tasks and workflows across your business environment.



improvement in user experience<sup>1</sup>



lower end-user support costs<sup>1</sup>



of issues proactively resolved<sup>1</sup>

## The key capabilities creating smarter workplaces

### Full data integration

xIQ Digital Workplace Platform automates tasks, actions, and knowledge retrieval across all your domains, generating responses and summaries across all data sources and business apps, with 500+ pre-built SaaS integrations.

### Hyper-personalized experiences

xIQ Digital Workplace Platform hyper-personalizes workplace experiences, tailoring responses based on user persona data sources such as support preferences, technology activity, job role, and personal hardware and software diagnostics.

### Proactive support

xIQ Digital Workplace Platform delivers proactive notifications with recommendations to users on a range of issues from battery degradation to software utilization, to crash management – helping users to stay informed, prepared, and productive.

### Gen AI assistant

xIQ Digital Workplace Platform streamlines user experiences with a Gen AI virtual assistant that lives within your professional ecosystem, providing a unified interface for any user request across multiple domains, channels, and languages.

### Automated workflows

xIQ Digital Workplace Platform reduces resolution time and boosts user efficiency by understanding requests in natural language and triggering AI workflows to automate tasks and eliminate redundant and repetitive tasks.

### Personalized, accurate resolutions

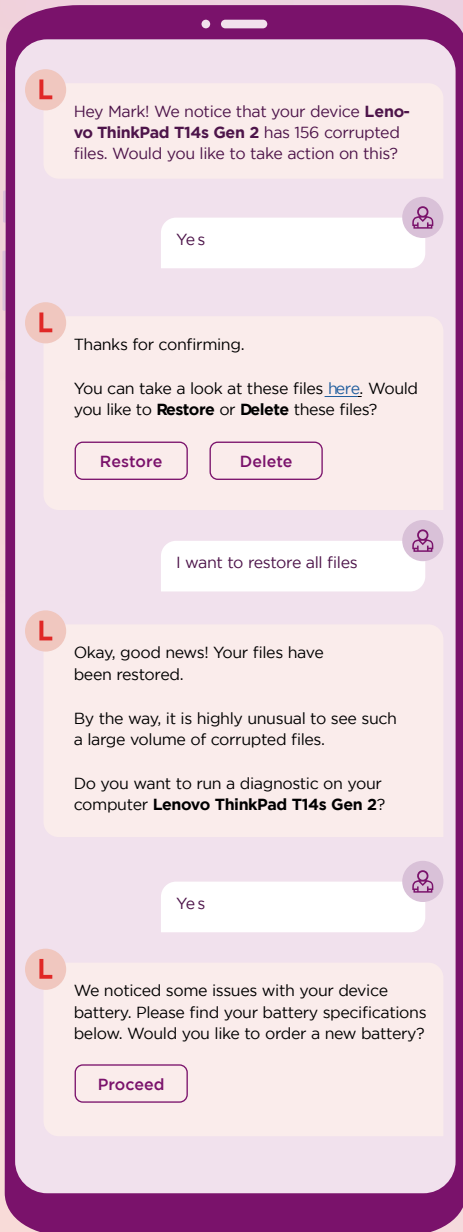
With a domain-specific LLM grounded in your data, xIQ Digital Workplace Platform ensures accurate, personalized, and contextually relevant resolutions every time.

<sup>1</sup> Based on preliminary data collected through Lenovo internal testing

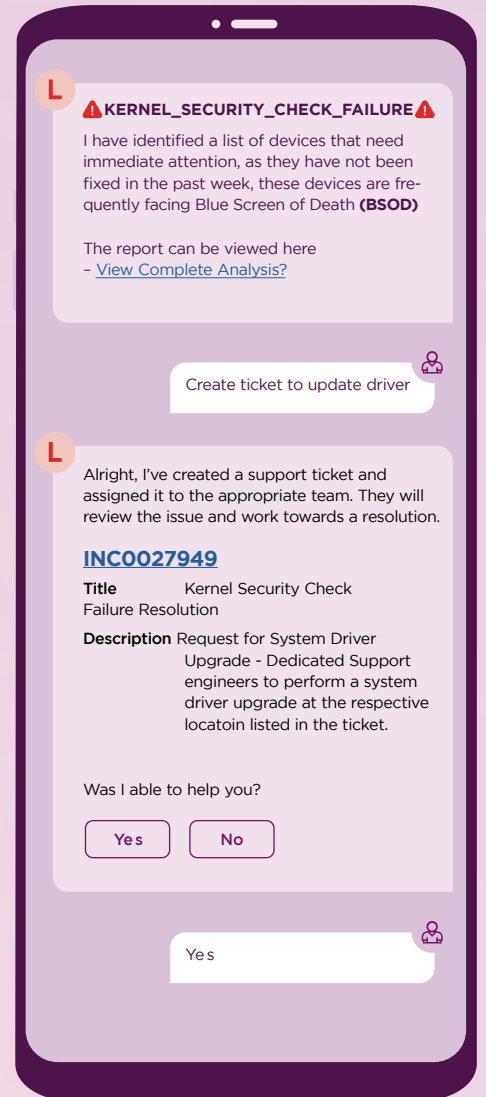
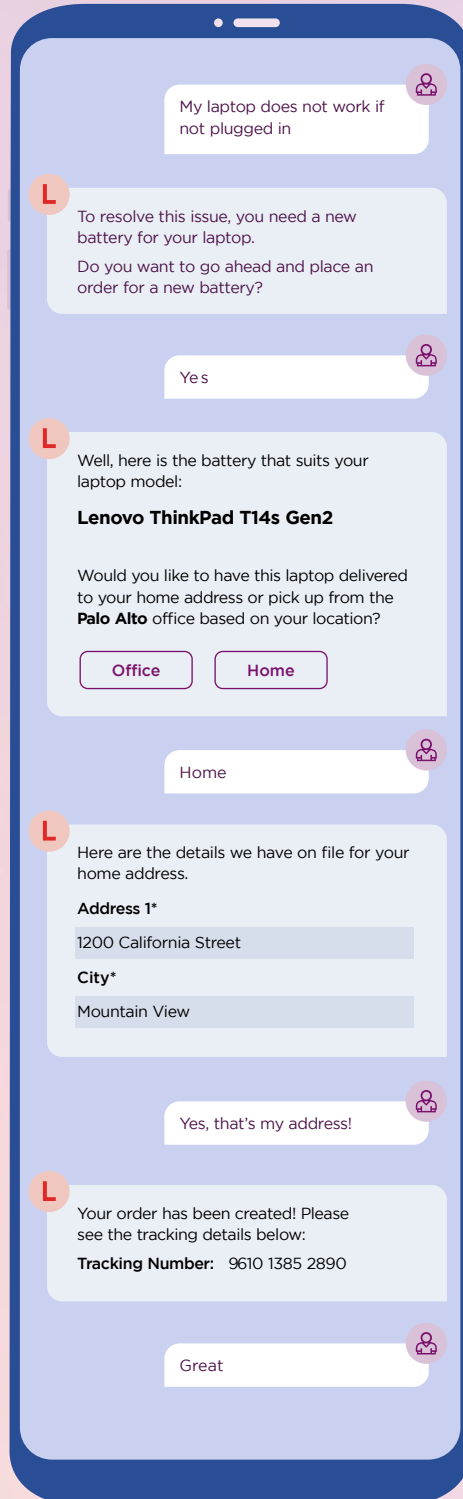
# Lenovo xIQ Digital Workplace Platform in action

## Integrations with other applications

### Proactive notifications on device telemetry



### Crash management and support orchestration



# Key use cases for Lenovo xIQ Digital Workplace Platform



## Workplace services.

Service desk support; proactive hardware and software issue remediation and support; device telemetry monitoring; user profile management.



## Engineering.

Tickets and code retrieval; root cause analysis & troubleshooting.



## Information technology.

Software access; distribution list access; account & profile management; patch management; utilization reporting; employee communications; proactive endpoint management & troubleshooting; license utilization analysis; software recommendations; IT asset & service management; access management; system & network monitoring; IT knowledge management & documentation.



## Human relations.

Employee onboarding; benefits management; PTO requests; organization policy information; employee communications; year-end performance analyses; enhance employee self-service; employee onboarding and training; HR analytics & reporting; manage cross-organization communications, training, and HR campaigns.



## Procurement.

Contracts & invoice management; PO and PR requisitions; vendor onboarding, training, and HR campaigns.



## Finance.

Payroll & tax form management; paycheck & deposit tracking; expense & employee stock plan management; report generation & summarization.

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