Smarter technology for all

Enabling Remote Workforce Collaboration

April 14, 2020

Lenovo

WELCOME

“

We know that these challenging times have disrupted many businesses with employees unable to come into the office. With this shift to remote working, how can companies ensure continued collaboration and productivity?

David Rabin
VP, WW Commercial Marketing

Brian Mignault
Director, Smart Office & Vertical
Solution Sales

Tom Butler
ED, Core and Commercial Product

Andy Nieto
Global Healthcare Solutions Manager

Nima Baiati
Director, Cybersecurity Solutions

WE WILL ADDRESS

1 What does this mean for the *future* of work ?

2 What role will *technology* take to ensure businesses keep moving forward during disruption?

3 How can businesses better *prepare* their employees for this new reality?

4 How Lenovo technology can *support* your remote worker solutions?

Lenovo

3

# Trends in Today's Business Environment

David Rabin, VP Commercial Marketing

THE REMOTE OFFICE (Pre COVID-19)

- Increasing number of remote workers

- 80% of Americans working in multi-national enterprises had some remote work options

- Technology drastically increased the global employee talent pool – changing how employees work and where

- However, remote working create complexity across Locations, Devices, Platforms, People

50%+ of workers regularly experience **issues with sharing** content/screens or making sure everyone is able to connect

85% of corporate executives say **ineffective communications** is a key reason for workplace failure

Since 2005, **work-at-home** has grown by **159%**

It's predicted that by 2027, the majority of US employees will **work remotely** to some extent
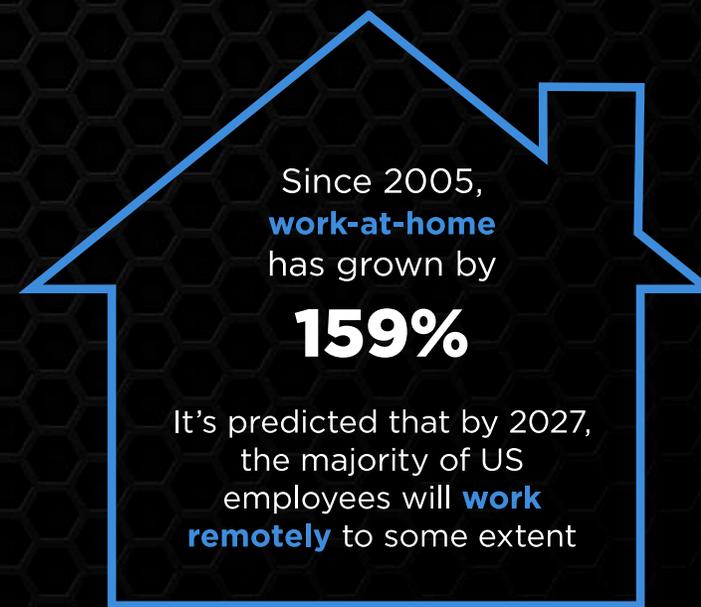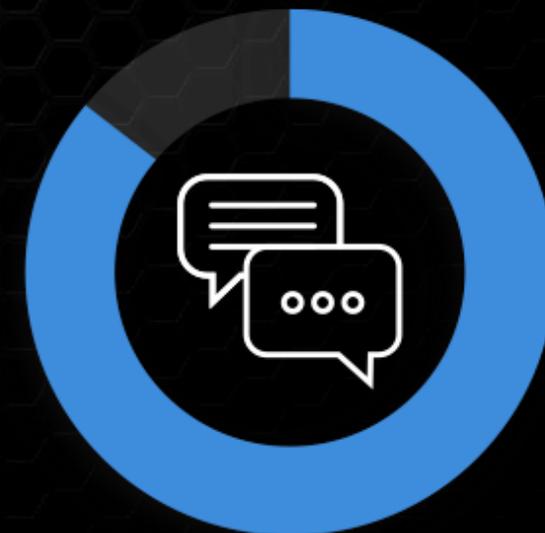
THE REMOTE OFFICE (Current State)

"

As cities start to implement stricter measures to mitigate the spread of COVID-19, employers are increasingly following suit, with more and more requiring their employees to work from home.

At the same time only 36% of US corporate employees are confident in their company's ability to operate normally if they need to work remotely

*Lenovo study of 1,000 global corporations March 2020*

EMPLOYEE PERSPECTIVE

" Businesses can future-proof their operations against unexpected interruptions and support their employees during this time by providing the tools and technology to work from home.

95%
of workers say all companies enacting WFH rules have made some sort of **effort**
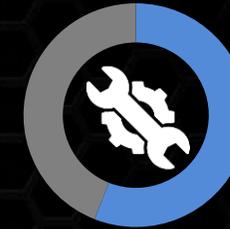
56%
report that employers have provided the **tech and tools** they need to WFH
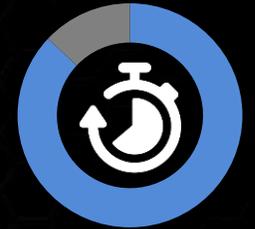
87%
of workers feel some-what **ready** to make the shift to working from home if required

Since COVID-19 appeared (as of mid-March)

46% of companies have encouraged workers to work from home

26% have required it

77%
Say the majority of companies will be more open to letting workers **WFH** once things return to "normal"

ARE WE PRODUCTIVE AT HOME?

" Workers feel at least somewhat ready to make the shift to working from home if required, which is becoming a likely scenario as the majority of companies have either encouraged or required remote work since the COVID-19 pandemic has evolved globally
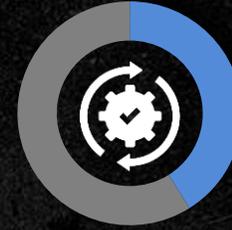
46%
of workers report **productivity** is on par with at the office
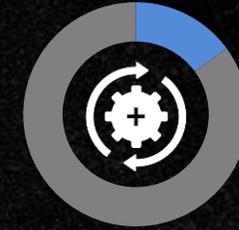
15%
of workers report productivity **increases**

How companies are easing the WFH transition

57% through provision of technology/tools needed to WFH

38% adoption of team communication software

37% training materials on how to WFH
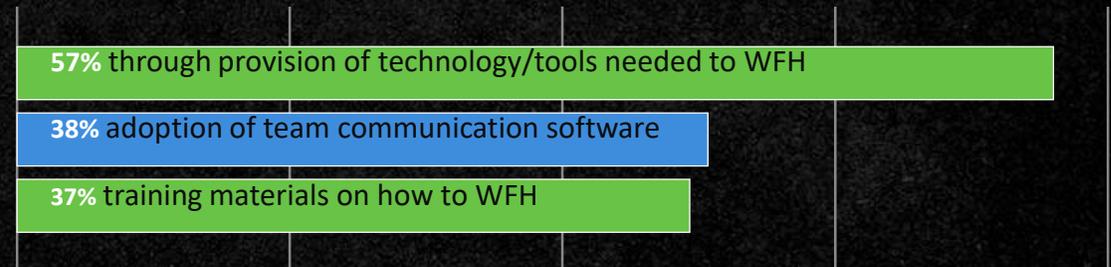
Lenovo Collaboration Business
(Customer Perspective)

Brian Mignault, Director, Smart Office & Vertical Solution Sales

Workplace Transformation & Employee Experience

- **Freedom & Financials:**
  Flexible platforms to work from anywhere

- **Engagement:**
  Collaboration spaces focused on co-creation; video enabled for every space

- **Culture:**
  Allow employees to work in environments which suit them best

- **Productivity:**
  Technology tools to ensure high levels of end user productivity

ThinkSmart

Major Customer Concerns

1 Employees don't have remote tech (or the right tech)

2 Multiple UC platforms (i.e. Teams, Zoom) across enterprise

3 Remote tech support and device deployment

4 Security

ThinkSmart

STAYING CONNECTED

- Cameras ON
  - Video on—every call, everyone
  - Curbs isolation
- Team checkpoints
  - 10-15 min face-to-face with team
  - Quick, predictable, daily event
  - Work or social topics
- Go with what you have
  - Disparate platforms okay
  - Agree as team what to use
  - Go 'feature hunting'

Lenovo Solutions

Thomas Butler, ED, Core and Commercial Product

Core Remote Worker Offerings

THINKPAD   **THINKVISION**   **THINKCENTRE AIO, NANO & TINY**

Built-in ThinkPad Innovations for End User Collaboration

- Quad Far-field Microphones / Dolby Audio Speakers
- Modern Standby (wake faster) / Smart Standby (sleep smarter)

- 4K Dolby Vision HDR displays
- WWAN Enabled Systems

Collaboration Enhancements

AUDIO
Clear calling to hear and be heard

ThinkPad X1 Active Noise Cancellation Headphones

VIDEO
Business-ready, plug-and-play

VoIP 360 Camera Speaker

DOCKING
Expand your PC's port potential

USB-C Mini Dock

POWER
Portable power to keep your devices charged

USB-C Laptop Power Bank

INPUT
Wireless keyboard & mouse solutions

Professional Wireless Keyboard and Mouse Combo

MONITOR
Portable USB-C built for productivity

ThinkVision M14 Portable Monitor

Lenovo
Premier Support

Advanced-Level Techs.
End to End Case Management.
Faster, First-Time Resolution.

Advanced technical support,
24x7x365, in more than 100 markets

Comprehensive hardware
and OEM software support

Unscripted solutions provided
by Elite Technicians

Technical Account Managers
and single point of contact

Priority on service delivery
and repair parts

Lenovo
Premier Support

Maximize The Productivity Of Your Remote Work Staff

More than a standard support offering, Premier Support helps with issues remote employees are bound to encounter.

Higher Productivity
Allow your remote workforce to work better with constant IT support

Increased uptime
Faster resolutions means more productive time

Cost Efficiency
Ensure return of investment in your IT and human resources

Education and Training for End Users

- Product setup and use

- Self-help / How to

- Tip and tricks

- Stay up to date

- Available to post on your corporate intranet

- Coming soon:
  Virtual collaboration topics

Educational videos on [Lenovo Support YouTube](#)

Lenovo Support — TIPS & TRICKS — Get the Latest Drivers and BIOS with Lenovo Vantage

Lenovo Support — TIPS & TRICKS — Adjust Battery and Power on your ThinkPad with Lenovo Vantage

Lenovo Support — TIPS & TRICKS — ThinkPad Function Keys Overview

ThinkSmart VIEW — How To Set Up And Use

MANAGING WIFI SECURITY USING LENOVO VANTAGE — OPERATING SYSTEMS: MICROSOFT WINDOWS 10

Lenovo Support — TIPS & TRICKS — ThinkPad Yoga Modes and ThinkPad Pen Pro

Future-Proof Your Business

Nima Baiati, Director, Cybersecurity Solutions
Andy Nieto, Global Healthcare Solutions
Brian Mignault, Director, Smart Office & Vertical Solution Sales

ThinkShield

Increased remote workforce poses higher cybersecurity risks for organizations

Accessing corporate networks remotely, there is a higher risk of unauthorized access and data leakage

- Enable full disk encryption
- Robust password policies or implement MFA authentication
- Centrally managed VPN / Virtual Desktops, ability to patch often, and monitor traffic continuously

Using personal devices and networks that lack the tools built in to business networks

- Security for public WiFi and secure the home WiFi
- Employee education / training
- EDR/EPP solutions on BYOD or SASE security model

Increased phishing scams around COVID-19 pandemic targeting companies and their employees

- Next-gen AV solutions with active EDR/EPP capabilities
- Below the OS protection such as self-healing BIOS
- Back up all data for fast recoverability and business continuity
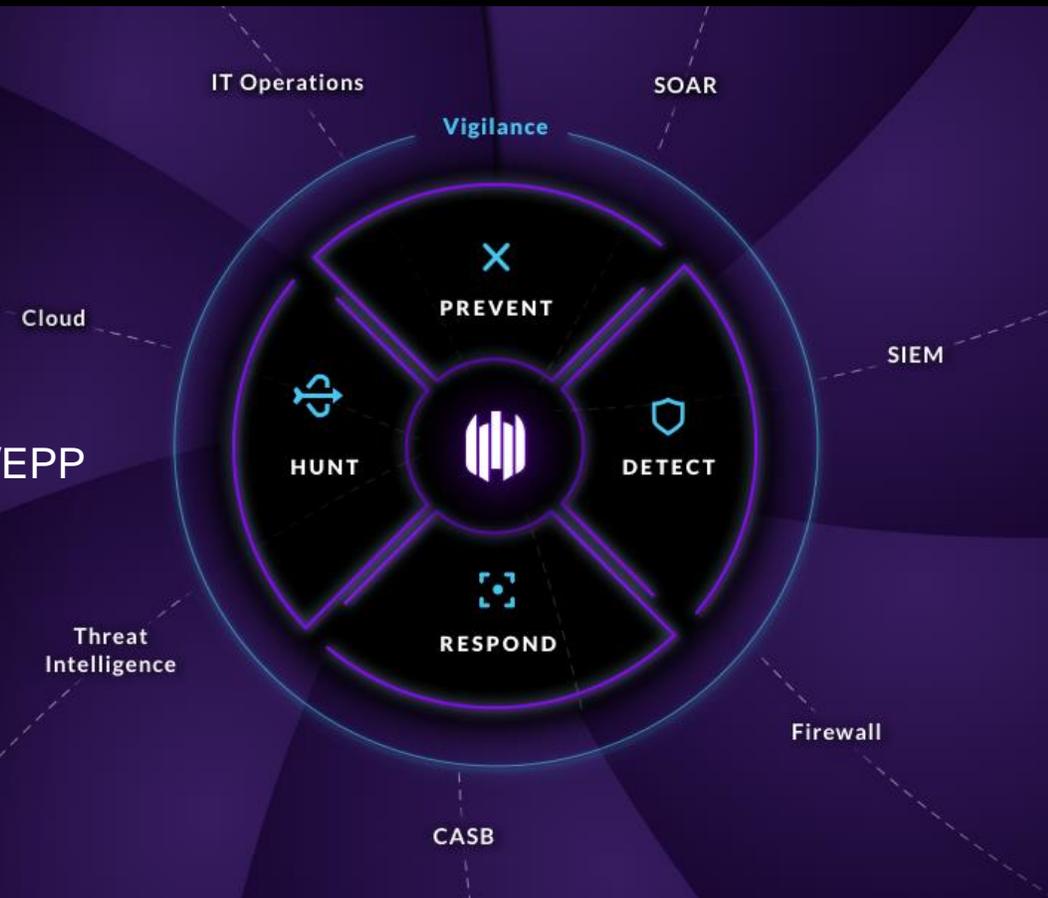
Commercial Focus: Business Continuity / VDI

Challenge: Commercial need to provide resources for remote workers

Hardware Centric

End User Devices

Commercial hardware components for remote workers

ThinkPad

ThinkStation
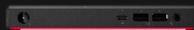
ThinkCentre

VXL technology

Software Centric

Leverage Existing Devices

Software solutions to repurpose existing hardware for corporate work environments

CloudDesktop

PC repurposing software

CloudDesktop on the GO

Temporary PC repurposing using a USB Key

Infrastructure

Full Support from DCG

Infrastructure solutions for on-premise and hybrid cloud virtual desktops

ThinkAgile

VX and HX Systems

Nutanix, Citrix, VMWare, Microsoft

Professional Services

ThinkSmart View

ThinkSmart View

First-in-class

video collaboration device

purpose built for remote workers running Microsoft Teams

"8" Touchscreen Display shows your calendar, meeting content, and video

One touch join any Microsoft Teams meeting

Standalone and complementary uses – perfect companion for your ThinkPad

Enterprise ready and easy to manage remotely

Integrated speaker, dual microphone array, and video camera make videoconferencing a dream – pair with Bluetooth headset for private calls
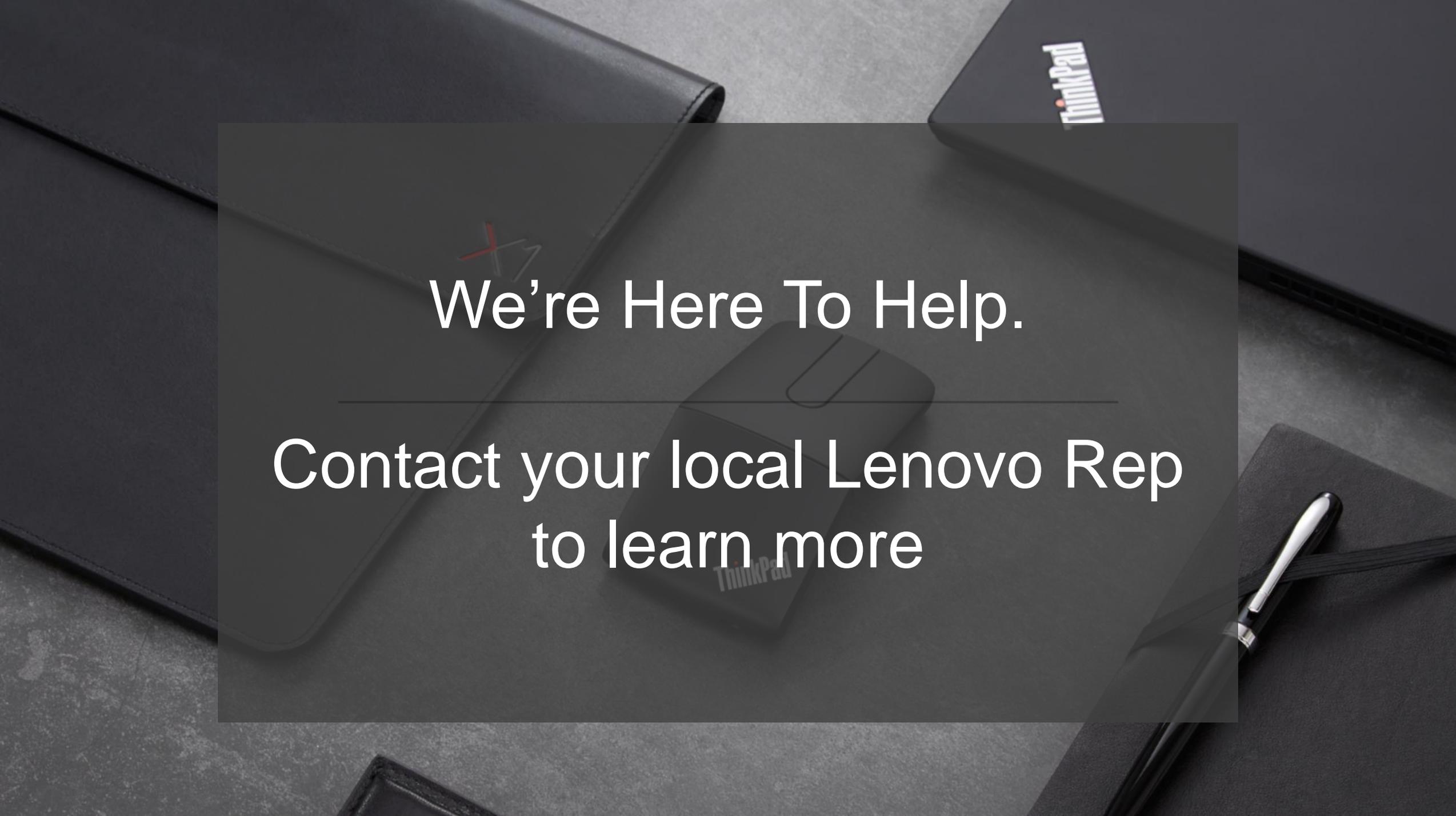
We're Here To Help.

Contact your local Lenovo Rep to learn more

thanks.

Smarter
technology
for all

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