



Windows 10

Lenovo recommends  
Windows 10 Pro for business

Smarter  
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# Positively accelerating evolution

Take on today's  
management challenges  
with confidence

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61-80% of ITDMs say their company will cover the cost for most devices and accessories, but only...



22-47% of employees have taken advantage.<sup>1</sup>

# Management

## Unlock the power of IT management



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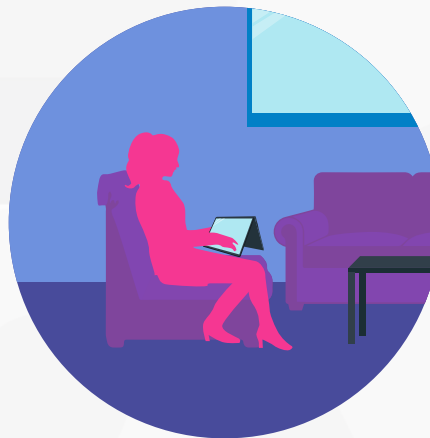
Staying on top of the accelerating workplace is tricky.

The advent of a flexible workforce has created a constant challenge to maintain device visibility across the fleet. Application failure and vulnerabilities create regular disruption in device security posture. Peace of mind with real-time monitoring and management of the endpoint ecosystem helps ITDMs find solutions that continue to perform and boost productivity.

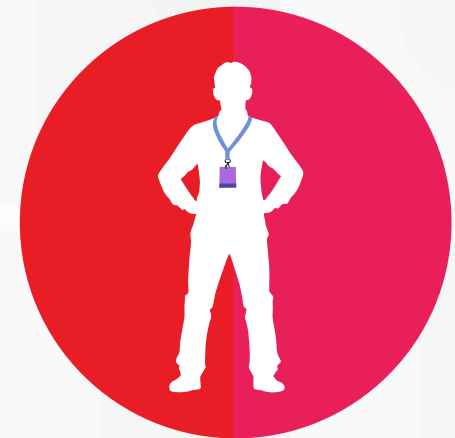
Lenovo's holistic device, software and service solutions can streamline the management of your entire technology ecosystem, freeing your IT staff to focus on adding value.



**Starting your journey  
towards modernization.**



**SMBs with a  
growing workforce.**



**Reinvent your  
business model.**

# Starting your journey towards modernization

The cloud has given small and midsize businesses (SMBs) affordable access to enterprise-grade IT solutions and supports employees working anywhere. It's no wonder that 80% of small businesses and 94% of midsize businesses are using cloud services<sup>1</sup>. However in the advent of the pandemic SMBs had to shift into high gear to accommodate the sudden demand in remote working and collaboration solutions. Lenovo has management solutions that can address the demand on cloud migration and application configuration.

**New Lenovo Managed Services help businesses make the most of their Microsoft 365 cloud-based tools to improve productivity, security and collaboration, consider the below services,**

- Microsoft Tenant Onboarding, automated or assisted on microsoft.com domain assignment. Help customers add their own domain via Microsoft Online Portal.
- Microsoft Cloud Migration, configure Exchange Online and migrate customer mailbox. Migrate customer files and folders to OneDrive or SharePoint
- Application Configuration, configure Outlook Email client for users. Configure Teams application for collaboration.
- License Management, add or remove users. Assign user accounts to available licenses

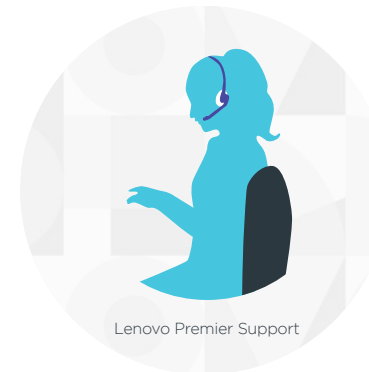
**More devices in more locations makes it harder for you to offer dedicated support and troubleshooting for your teams. Lenovo Premier Support provides direct access to elite level technicians for your people. No scripts, just fast, first-time resolution to avoid frustration and keep productivity high.**

- Advanced technical support, 24x7x365, in more than 100 markets
- Comprehensive hardware and OEM software support
- Single point of contact for simplified end-to-end case management
- Technical account managers for proactive relationship and escalation management
- Priority on service delivery and repair parts

**Modern cloud optimized PCs will reduce the need for management. Opt for Lenovo DaaS to select your choice of industry leading hardware for your employees in simple monthly payments.**

- Scale with modern PCs, select from our latest flagship devices, consider the ThinkBook 13s Gen 2 / it's powered by Windows 10 Pro and will ensure your IT department can stay on top of IT anywhere.
- Built-in security, management, and productivity features integrated with cloud services support your entire workforce across multiple locations as well as ease device deployment, personalization, and sign on.

**Consider these Lenovo services:**



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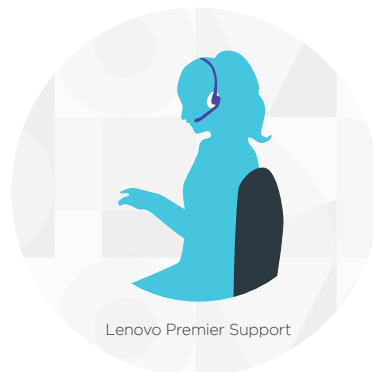
# SMBs with a growing workforce

Technology is changing rapidly and SMBs need IT management tools that are keeping up with this pace of change. Prior to COVID around 90% of the global workforce operated onsite<sup>2</sup>. Not anymore, the new hybrid workforce needs a new generation of endpoint management tools required to meet this need. These tools must enable you to manage all devices and IT environments, right from on-premises to the cloud to IoT and more, from a single console.

**New Lenovo Endpoint Managed Services helps you manage your Microsoft 365 platform, but also provides enhanced security and support benefits to reduce downtime and help to limit security risks with the following services,**

- Endpoint 360° Dashboard, get a full view into the device fleet status, security and data policy compliance notifications, productivity & security scores and an incident and service request status
- Software management, software distribution and controls all devices managed in the fleet.
- Asset management, add / remove users or devices, track assets by user types and location, remote wipe and restore devices.
- Endpoint and security management, endpoint management, threat and information protection, OS and application patch management, 24x7 real time threat protection and resolution.
- Customer Success Manager Engagement, monthly customer business review engagement and help customers with advice / training on security prevention and productivity improvement.
- Hardware Break-Fix Support, Premier Support and Accidental Damage Protection for all new Lenovo Think brand PCs and Lenovo Think brand PCs already in customer fleet will be upgraded to Premier Support levels. As the first OEM PC Partner for Microsoft Autopilot. Lenovo offers cloud-based deployments for our latest ThinkBook Windows 10 devices.

**Consider these Lenovo services:**



**More devices in more locations makes it harder for you to offer dedicated support and troubleshooting for your teams. Consider Lenovo Think devices powered by Intel vPro® platform for unrivaled business class solutions.**

- Manage devices with maximum flexibility using Intel® Endpoint Management Assistant. This software within the Intel vPro® platform allows you to easily support and secure mobile employees working behind and beyond the firewall.
- Power-on any Intel vPro® platform-based device remotely or wake devices at predefined times to ensure that endpoints receive critical software updates and upgrades.
- Manage and repair devices even in the case of an OS failure, with out-of-band capabilities enabling you to remotely view and solve issues.



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# Reinvent your business model

The office is not dead, 90% of workers still want to travel to an office or meeting space for the chance to connect with colleagues<sup>3</sup>. Businesses still need to provide technology and management services to on-site employees to ensure their spaces are collaborative and inductive for productivity. Now with IT changing to a remote support system, hardware located on the premises can not be forgotten about. A combination of modern technology and comprehensive SaaS services will ensure workplaces of the future have minimized disruption and enhanced employee experiences with less effort.

## Opt for the latest innovative technology from Lenovo to reduce management time, and drive cost efficiencies with smart power technology enabled monitors and all-in-one meeting room devices;

- Hardware enabled energy management system on The ThinkVision Monitors, intelligently detects overall power consumption and dynamically manages the power delivery to each connected device. Innovative technology that will support your most active employees.
- Work smarter with universal one-cable connectivity and remote device management on Lenovo Smart Docks with features designed especially for IT departments. Our Azure Sphere enabled smart docks connect securely to the cloud so your IT team can remotely manage, diagnose, update, and reboot them to keep workers productive no matter where they sit.
- Manage modern collaboration systems like Lenovo ThinkSmart Hub, with remote monitoring and touchless troubleshooting with ThinkSmart Manager. It delivers Microsoft certified smart collaboration solutions powered by Intel vPro® platform for unrivaled business class solutions.

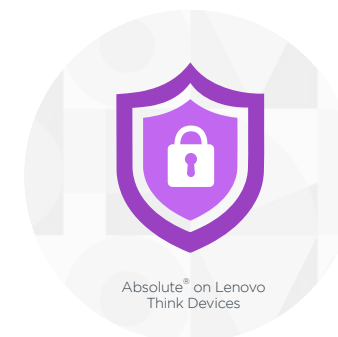
## Get absolute visibility and control of your entire endpoint environment, Lenovo and Absolute® make it possible to streamline security and IT asset management so you can protect your devices, data, apps, and budget.

- Absolute® on Lenovo Think Devices, Absolute's self-managed security solutions have you covered, every step of the way. There are multiple solutions to choose from depending on your business needs.
- Absolute® Visibility, ideal for IT admin. Maintain visibility of your devices whether on or off the network, all from one place. Use this single destination to easily pinpoint device geolocation, monitor usage and software, maximize device utilization and continually assess your device security posture.
- Absolute® Control, ideal for IT admin and security admin. Take full control of your endpoints and defend against cyber threats with a powerful lifeline to protect at-risk devices and data. Use Absolute Control to define geofences and detect unauthorized device movement, before taking action to make the device useless or remotely delete critical data.
- Absolute® Resilience, ideal for security admin. Establish resilient security management by ensuring your critical apps always remain healthy with self-healing critical endpoint controls. Remotely identify sensitive data, gain precise insights and act on endpoint vulnerabilities.

## Transform your organization with Lenovo Device as a Service:

- Revolutionize your IT organization with expert services, smarter automation, and intelligence. Build a custom DaaS solution with any combination of options from Lenovo's full services catalog, including transformative services such as: Custom Ordering Portal, Service Delivery Manager Encryption, Cloud Deploy/recovery, Unified Endpoint Management, Accidental Damage Protection, Keep Your Drive, and flexible Lenovo Financial Services financing.

## Consider these Lenovo services:



3: The Future of Work, Productive Anywhere, Accenture 2021



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