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Thrive through operational volatility

Featuring Research From Forrester

Essential Technology Solutions for Pandemic Management

Find out what technology you need to continue operating,
and how it can also help you drive growth

Aim for the best and protect against the worst outcomes with the right mix of new technology

As the world gradually moves forward from the social distancing measures required by COVID-19, it will be technology that enables maximum productivity and safety.

Yes, technology has already played a significant role in supporting remote working. But it's set to play an even more pivotal role as we move into the third, 'management' phase of the pandemic.

Organizations will have to deploy their own new systems to maintain workforce health while also encouraging their employees to do more. How people work, move, congregate and connect will be enabled by these systems as the world strives to move back towards something resembling 'normal'.

Ultimately, business productivity and competitive advantage will arise directly from technology and innovation in four key areas:

1. Risk and crisis management solutions that will be key to operations

It's likely that new waves of infection could require organizations to abruptly re-shutter operations at short notice, resulting in further disruption, crises and even social unrest. Coping with that, and also being able to spot credit risks among customers and partners, will be key requirements.

2. Employee experience and HCM tools to promote wellness and productivity

Productivity solutions that enable collaboration, virtual meetings and content-sharing have been critically important to business so far. They will continue to remain important, going forward, as will human capital management (HCM) technologies to support workforces' changing needs.

3. Customer experience technologies that support changing buyer behavior

Enabling customers to continue to buy products and services, or access relevant information, whether a business is fully operational or not, will be essential. Accommodating different kinds of customer behavior and preferred marketing channels will also be key capabilities.

4. Health and safety solutions to assist workforces to safely return to work

Employee screening, track-and-trace capabilities for workforces, social-distancing enforcement, monitoring for mental health, and other applications will all be required. These may throw up privacy issues that will also need to be addressed, particularly in countries with stricter rules.

Many of these tools and capabilities will be needed irrespective of how well a business is doing - they will be existential imperatives. Moreover, they will have to reflect the highest standards of security and privacy.

Find a smarter way forward with a trusted partner

Organizations need the right technology to see them through these challenging times. Lenovo has hardware and software solutions to suit any need, and that can be customized to any customer's unique requirements. Your people are your most important asset, and Lenovo solutions will help them be as productive and engaged as possible.

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As we move from reacting to adapting to COVID-19:



The distributed workforce will become a lasting thing

Remote work will continue to grow after COVID-19 with some estimating that as many as one in twenty will be permanently remote.



The employee experience will change to include new tools

Productivity and collaboration office tools will be mirrored at home, along with security to protect dispersed workforces and support.



Traditional office spaces will give way to these technologies

Investment will shift from real estate and travel to improved collaboration and accelerated adoption of 5G and IoT.

FORRESTER
CHALLENGE THINKING. LEAD CHANGE.

Essential Technology Solutions for Pandemic Management

A mix of emerging and reemerging solutions become must-haves

May 19, 2020

By Stephanie Balaouras, Stephen Powers and Caleb Ewald

Why Read This Report

Without a vaccine or community immunity, organizations must manage through the coronavirus pandemic for the next 12 to 24 months. They must maintain a hybrid workforce, support customers via digital channels and new engagement models, and maintain comprehensive health and safety protocols, all during an unpredictable set of cascading disruptions and crises. This report identifies the essential tools and solutions organizations will need to operate successfully until COVID-19 is eradicated.

[Read the full report now ►](#)

Key Takeaways

Companies will focus more on technology as we enter the next phase of the pandemic

As governments loosen restrictions and employees begin to return to the office, technology leaders will need to look beyond merely enabling remote work. They'll need to focus on tools and solutions to support risk and crisis management; employee experience and human capital management; customer experience, and health and safety

Essential tools and solutions will be needed regardless of a firm's economic outlook

Tools and solutions that help manage customer experience, employee experience, and business risk must be saved from even the deepest budget cuts.

Remember that security, privacy and automation aren't optional

We didn't call out security, privacy and automation as separate categories because organizations must evaluate and embed these considerations in every technology selection and in every process redesign.

About Lenovo

Lenovo (HKSE: 992) (ADR: LNVGY) is a US\$50 billion Fortune Global 500 company, with 63,000 employees and operating in 180 markets around the world. Focused on a bold vision to deliver smarter technology for all, Lenovo is developing world-changing technologies that create a more inclusive, trustworthy and sustainable digital society. By designing, engineering and building the world's most complete portfolio of smart devices and infrastructure, Lenovo is also leading an intelligent transformation – to create better experiences and opportunities for millions of customers around the world.