Five ways DaaS helps IT modernize and scale

For many IT teams across a wide range of industries, the shift to a hybrid work model has put ongoing IT projects on the back burner.

Even after the initial effort of getting employees set up to be productive in remote settings, the ongoing efforts of managing day-to-day needs at a distance has kept IT teams from focusing on mission-critical areas like IT modernization and digital transformation. In a recent IDC survey, 81% of IT leaders said they're overwhelmed by the functional aspects of their job.

And 76% said they struggle to balance business innovation and operational excellence.[1]

Managing these hybrid workforces has also limited IT's ability to support the scalability needed for corporate growth. New hires require new devices to be procured, provisioned, deployed, and supported alongside the existing workforce. And indications seem to point to hybrid work models becoming the standard moving forward.

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83%

of IT decision-makers expect at least 50% of work will be done outside a traditional office.[2]

To help organizations scale to meet the challenges of a dynamic hybrid work environment — and refocus on transformational efforts — Lenovo has introduced a truly global consumption-based model for "everything as a service": TruScale.™

With one provider, one invoice, and a single point of accountability, TruScale delivers business flexibility with greater security and enhanced productivity. And one of the primary ways organizations can leverage these benefits for hybrid workforces are through Device as a Service (DaaS) solution.

Lenovo DaaS offers organizations a solution to address both modernization and scalability — plus the opportunity to reduce costs, free up IT resources, and deliver a better employee experience (EX).

Here are five critical ways DaaS can make a difference for your organization:

01. Faster refreshes with the latest hardware

The PC is the centerpiece of the remote workplace. It's the foundation of productivity, communication, and collaboration for your employees. But, in a recent Lenovo-Intel® study from Forrester, 50% of employees surveyed said their PC devices were out of date or insufficient (e.g., not fast enough, reliable enough, or powerful enough).[3]

Lenovo DaaS solutions often feature the latest devices like the ThinkPad® X1 Carbon running Windows 11 on the Intel® Evo™ vPro™ platform for an exceptional thin and light business laptop experience. Plus, we have your employees covered from the cell phones in their pockets to the data center that keeps your business going — and everything in between.

Lenovo DaaS can include tablets, smart collaboration/videoconferencing solutions, monitors, and accessories to keep your employees productive in a work-from-anywhere world.

Depending on your customized DaaS solution, you may also have the flexibility to include other OEM devices in your program with the same management and support options.

The bottom line: Your users get the right device of choice to stay productive and a shortened refresh cycle to keep them happy. In some cases, Lenovo DaaS customers have been able to reduce the average number of devices per user by providing the right devices for the job.

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02. Free up your internal IT resources

One of the greatest benefits your IT team will see is more time back in their day. With Lenovo DaaS, we can manage as much of the device lifecycle as you like. Your team can focus on innovation and mission-critical objectives, secure in the knowledge that your users are well supported by Lenovo experts.

- We can handle everything from provisioning to asset disposition (removal, data wipe, reuse/recycling).
- Enjoy zero-touch deployments that ship directly to your end users' homes.
- Premier Support provides your users with 24/7/365 access to advanced support to resolve technical issues.

03. Keep your users productive and secure

Minimizing downtime is critical for any workplace, but especially for users working remotely. Lenovo DaaS helps keep your users engaged and productive by minimizing the potential for downtime caused by system issues and security threats.

- Lenovo DaaS solutions can include **Lenovo Device Intelligence**, a cloud-based software as a service (SaaS) that incorporates both proactive device insights and predictive analytics capabilities using AI-enabled technology with reporting and dashboard functionality.
  - A single pane of glass for IT admins provide visibility across the fleet, along with solutions to resolve hardware issues, BSODs, performance degradation, and more.
  - Lenovo Device Intelligence Plus adds enhanced insights, alerts, reports, analytics, and more options for issue remediation.
- **ThinkShield** is a seamless end-to-end portfolio of multilayered endpoint security solutions available to all DaaS customers. The fully customizable suite of processes and capabilities protects the full lifecycle of assets — from development to disposal.

In addition to a powerful array of platform security functions that leverage the built-in hardware-enhanced security features of the Intel® Evo™ vPro® platform, ThinkShield includes best-of-breed solutions from key security partners:

- Absolute® software-based endpoint management provides persistent real-time visibility to help manage your entire fleet. Lenovo DaaS customers can also incorporate two types of managed Absolute solutions where Lenovo monitors your security vitals and provides information back to you through customized dashboards and reports.
- SentinelOne® provides autonomous endpoint protection through a single AI-empowered agent that successfully prevents, detects, and responds to attacks across all major vectors.

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04. Free up capital for other uses

One of the biggest advantages of leveraging Lenovo DaaS is the ability to reallocate capital for other more mission-critical purposes. By shifting from CapEx to OpEx, you benefit from a predictable, consistent monthly payment with no upfront capital expenses.

Lenovo DaaS allows organizations to equip their employees with the latest devices running Windows 11 on the Intel® Evo™ vPro® platform — built for what IT needs and users want. With far less upfront investment than a traditional capital purchase, Lenovo DaaS can help your organization refocus on transformational IT efforts.

But that's just the beginning of the value you can get from Lenovo DaaS. Over the course of the program, with the savings from less internal IT involvement and avoiding employee downtime you could see around a 20%* reduction in total cost of ownership (TCO).

We invite you to see for yourself with our **Lenovo DaaS Value Calculator.**

05. Gain the flexibility to grow

Businesses today need to be agile and able to respond to changing conditions quickly and seamlessly. Lenovo DaaS is designed to give you that flexibility when it comes to managing your technology needs.

Our DaaS offering is structured in three tiers that build on each other, making it easy for organizations of any size to take advantage of its wide range of benefits.

- **Simplify.** Select from industry-leading hardware, plus Premier Support, with manageable monthly payments.
- **Accelerate.** Streamline configuration and deployment and deliver enhanced user productivity fast.
- **Transform.** Revolutionize your IT organization with expert services and smarter automation.

These flexible, customizable programs allow you to include precisely what you need — across hardware, software, services, and support — with one flexible monthly fee to meet your specific business requirements.

Best of all: With Lenovo DaaS, you get one point of contact. One focus of accountability. One predictable monthly invoice.

*Individual results may vary.

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Take the next step to modernize and scale your IT

Review our convenient DaaS checklist, then talk to your Lenovo DaaS representative today or visit **www.lenovo.com/ModernWorkplace** to learn more about how a customized Lenovo DaaS solution can deliver significant financial and efficiency benefits for your organization.

Sources

1 IDG, "State of the CIO," March 2021

2 Lenovo, "The Future of Work and Digital Transformation" report, February 2021

3 Forrester, "Invest In Employee Experience (EX), Drive Your Bottom Line Growth, Empower Your Employees With The Right Technology," October 2020

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Ready to simplify your device management and modernize your IT?

Lenovo makes it easy to equip your users with the latest technology and simplify your fleet management with a customized DaaS solution. We have experts available to help you with every step of the process and answer any questions at any point along the way. Here are a few things to consider when thinking about a Lenovo DaaS solution.

- ☐ **How many devices are you managing?** Be sure to consider devices held in reserve as a buffer or replacements. You can also include things like mobile phones, tablets, collaboration devices, etc.
- ☐ **What are your user personas?** The better we understand your use cases, the more effectively we can match the right device to the job. Our experts can help with this process, as well.
- ☐ **What's your current refresh cycle?** Chances are Lenovo DaaS can help you accelerate refreshes to deliver a better employee experience.
- ☐ **Where are you on the journey to modern IT?** Lenovo DaaS can help you modernize and streamline your IT without user interruptions.
- ☐ **What productivity software do you need?** Microsoft 365 is a perfect match for a DaaS solution. Lenovo can provide your business with the latest productivity apps in a flexible and scalable SaaS model.
- ☐ **What geographies are you covering?** Lenovo supports clients in 100+ markets around the globe.
- ☐ **How much time is spent on IT management?** Consider provisioning, deploying, updating OS and software, and troubleshooting hardware/software issues.
- ☐ **How many security incidents do you encounter?** With end-to-end protection by ThinkShield, Lenovo DaaS can help keep your users, data, and organization safe from cyberattacks.
- ☐ **What are your current end-of-life processes?** Lenovo DaaS can provide secure, documented, and environmentally responsible disposition for all managed assets.
- ☐ **How much can you save?** Explore our **Lenovo DaaS Value Calculator** and see for yourself.

Take the next step to modernize and scale your IT

Talk to your Lenovo DaaS representative today or visit **www.lenovo.com/ModernWorkplace** to learn more about how a customized Lenovo DaaS solution can deliver significant financial and efficiency benefits for your organization.

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