



Smarter  
technology  
for all

Lenovo

# Human-centered insights to fuel IT's vision

Smarter Technology Solutions  
for Transformed Work



To enable greater workforce productivity with easier IT manageability from anywhere, choose from the latest Lenovo devices. The ThinkPad® X1 Carbon, powered by Intel vPro,® An Intel® Evo™ Design, is built for what IT needs and users want.



**People fueled by purpose will define success on the hybrid road ahead.**


**Smarter technology will empower that success.**

Businesses worldwide are minting fresh copies of their employee handbooks, including a new chapter on the hybrid workplace. IT leaders are core to those plans.

But while workplace logistics have received the lion's share of attention, changes in the mindset of the world's workforce are just as valuable to investigate.

Morale can make or break business outcomes, and meeting changed employee expectations is imperative. Flexible work is high on the list of what workers want, along with the right technology for a seamless, high-quality experience — anywhere, anytime.

Employees also want to work for companies aligned with their values. This leaves organizations at a new juncture of strategic technology decision-making. How should they move forward? Ensure employees matter as much as the workplace.

**75%**   
of employees seek purpose-driven work.

Enable productivity with the ThinkPad® X1 Carbon, powered by Intel vPro,<sup>®</sup>  
An Intel® Evo™ Design, built for what IT needs and users want.

**Lenovo**

HUMAN-CENTERED INSIGHTS TO FUEL IT'S VISION 02



An Evo Design

## Purpose-driven IT enables a transformed workforce

IT must lead with a vision that inspires the organization, empowers end users, and delivers on an influx of priorities. Simply put: IT must be purpose-driven themselves.

To define what that means for organizations of every size, Lenovo surveyed nearly 6,000 employees and IT leaders from 12 countries\* about the state of the workforce and the ever-changing role of IT.

### Here's what we found:

Raise the bar (and your brand's reputation) by deploying innovative **sustainability** strategies.



**83%** of IT leaders want digital transformations that are more focused on contributing to the greater good.

Everyone grew more comfortable with working from home. Now employees want their work to be more meaningful, but IT organizations struggle to find time to drive new strategies in this direction.

Purpose-driven IT empowers **team-building** by enabling a diverse and distributed workforce to innovate together.



**44%** of IT leaders plan to make investments in hybrid collaboration tools that improve communication.

Distributed teams embraced remote collaboration. Now IT leaders are bracing for the return to the office and express concern about possible negative impacts to employee experience.

Simplify by engaging meaningful technology **partnerships** focused on efficiency, scalability, and agility.



**45%** of IT leaders say an all-in-one technology package with hardware, software, and services would be useful when integrating new digital transformation solutions.

Company priorities for transformation changed. Then changed again. Now IT organizations are unsure where to focus their resources amid an onslaught of new responsibilities and business objectives.

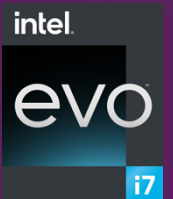
#### \*Report definitions

Employees = Workers who work remotely and who had worked in the office prior to the pandemic

IT leaders = Decision-makers who work for a company where at least half of staff are working remotely

Small = Businesses of 100-499 employees / Medium = Businesses of 500-999 employees / Large = Businesses of 1,000+ employees

Good things come in small packages and the ThinkBook® 13x proves it, with 12th Gen Intel® Core™ i7 processors enhanced by AI-based technology built on the Intel® Evo™ platform, for what IT needs and users want. It delivers consistent high performance to help you get things done: one-second wake-from-sleep responsiveness just by opening the lid (even unplugged), and fast-charging batteries that last and last.





## Smarter takes IT leaders in a purpose-driven direction

In the next chapter of workforce transformation, technology will be a driver of human-centered experiences and outcomes.

This e-book explores each key finding from our research and identifies technology actions purpose-driven IT teams can take to **engage workers, free focus time, and rev up business outcomes** by helping everyone do their best work. Lenovo's end-to-end solutions make it easy.

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## Here's how technology unlocks opportunity for all.

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HUMAN-CENTERED INSIGHTS TO FUEL IT'S VISION 04

Unlock opportunity with the empowering technology provided by the ThinkPad® X1 Yoga, powered by Intel vPro,® An Intel® Evo™ Design.



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## KEY FINDING 1

# Everyone grew more comfortable with working from home.

Now employees want their work to be more meaningful, and IT must lead with a purpose-driven vision.



# 83%

of IT leaders want digital transformations that are more focused on contributing to the greater good.

Lenovo digital workplace solutions offer stability features that keep a dispersed workforce up and running, including the ThinkPad® X1 Carbon, powered by Intel vPro,® An Intel® Evo® Design.

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HUMAN-CENTERED INSIGHTS TO FUEL IT'S VISION 05



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## Flexibility drives job satisfaction

Only a year ago, most employees preferred at least an even split between working from home and working in the office. Small business employees in particular showed a desire to work fully in the office when in-person restrictions were lifted.

Those days are done. Employees are now much more comfortable with remote work and would prefer to only come into the office one day a week. The flexibility of working from home drives job satisfaction for employees at every size of business. And technology plays an essential role in helping them feel productive, collaborative, and engaged — wherever the work is done.

**85%** 

of employees believe technology delivers greater flexibility and control over their work.

**84%** 

say the flexibility of working from home has made them more satisfied with their jobs.

**75%** 

say they are more productive while working from home.

## Striking the work-life balance



Employees settled into the idea of working remotely most of the week, and many now thrive in environments that offer greater work-life balance. Commute-free days may simplify morning routines and allow for more productivity. Video-resistant attitudes have been replaced by expectations to see coworkers face to face, screen to screen.

*“I think the company will do pretty well with this hybrid approach because most employees feel comfortable working from home, and it also keeps them stress-free.”*

### IT leader of a large enterprise business in India

A comparison of year-over-year results offers evidence of why: Many initial jitters have been soothed.

19% increase in employees who said they were more productive while working from home

56% in 2021   
75% in 2022 

19% decrease in employees who felt anxiety or additional stress due to the lack of personal interaction

57% in 2021   
38% in 2022 

10% decrease in employees who struggled to keep their work and life separate while working from home

61% in 2021   
51% in 2022 




### Employees prefer remote work

#### Where they work today:



#### Where they want to work in the future:



-  Days at home
-  Days at the office
-  Includes days at home or in a remote location

Lenovo digital workplace solutions keep your workforce productive no matter where work happens with innovative technology found in the ThinkPad® X1 Yoga, powered by Intel vPro,® An Intel® Evo® Design, built for what IT needs and users want.



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## Employee experience matters and companies know it

Employees wholly recognize their value in a hybrid work model. So do their employers. Most organizations now prioritize improving employee experience, and IT leaders offer important contributions in this evolution.

**82%** of IT leaders want to work with technology that delivers on the values of the transformed workforce.

**68%** of employees say they play a more important role in their organization in the new hybrid workforce.

**50%** of IT leaders are currently investing in improving workforce diversity.

## Wanted: Working toward the greater good

Employees and IT leaders alike now seek more purpose-driven work that provides opportunities to contribute good to the world.

**77%** of IT leaders say their employees are increasingly concerned with working on projects that have a positive impact on society.

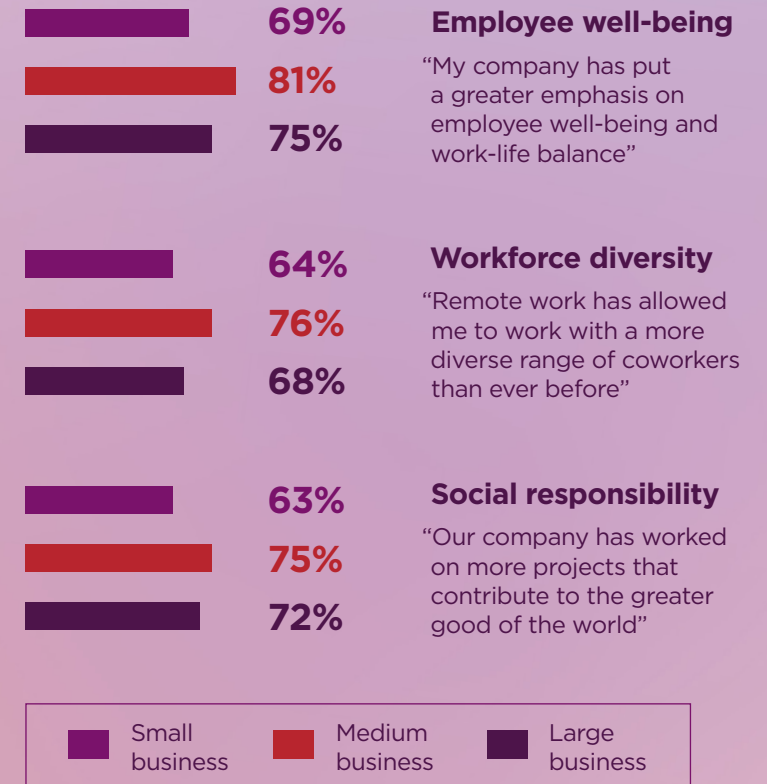
**75%** of employees seek purpose-driven work that provides opportunities to have a positive impact on society.



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Modern digital workplace solutions improve employee experience — and productivity. Choose devices that simplify remote management like the Lenovo ThinkPad® X1 Nano, powered by Intel vPro,® An Intel® Evo® Design, built for what IT needs and users want.

## At businesses of every size, employees recognize the benefits of recent changes





## KEY TAKEAWAYS

### For workforce transformation: Focus on sustainability

Building a sustainability strategy that spans the system's entire lifecycle reduces IT teams' environmental impact. In effect, this helps IT work toward the "greater good" and enable their workforce to do the same.

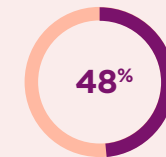
Environmental sustainability is top of mind for corporate leaders and their employees. IT teams leverage several strategies to further their sustainability goals, including using less energy, increasing the energy efficiency of the IT infrastructure, and purchasing sustainable products.

#### Their highest-priority sustainability consideration for hardware purchases depends on the business's size:

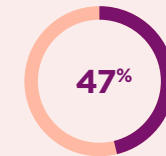
- **A product's repairability (small)**
- **Companies using renewable energy (medium and large)**
- **Companies reducing waste (large)**
- **Conserving energy or products that use less energy (large)**

It's important to also communicate information about sustainability investments to employees as well as leadership. This will help individuals feel part of the interconnected digital ecosystem that drives their team's social responsibility efforts and outcomes.

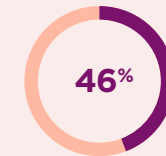
#### How do IT leaders plan to invest in sustainability in the future?



Using programs for IT asset disposal and recycling



Increasing the office's energy efficiency



Adopting more sustainable tech



IT teams focused on sustainability need modern devices optimized for performance and energy efficiency. Get both with the ThinkPad® X1 Carbon, powered by Intel vPro,® An Intel® Evo™ Design, built for what IT needs and users want.





## Most helpful resources to foster strategic initiatives for the greater good

### Small business

1. Training sessions for employees
2. Testimonials from workers using the solutions used in these initiatives
3. Training documentation for employees

### Medium business

1. Training sessions for employees
2. ROI reports for solutions used in these initiatives
3. Testimonials from workers using the solutions used in these initiatives

### Large business

1. Training sessions for employees
2. ROI reports for solutions used in these initiatives
3. Training videos for employees; quantifying business value

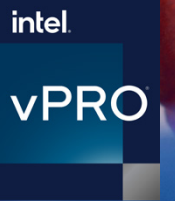


ThinkPad X1 Fold

Lenovo offers a variety of services to help organizations reduce their environmental footprint every step of the way, from Asset Recovery Services to CO<sub>2</sub> Offset Services. When combined with innovative workplace solutions that include the new ThinkPad® X1 Fold, powered by Intel vPro,® An Intel® Evo™ Design, reliable lifecycle management is easier than ever.

“I think a job is not just a way to make money. I want to spread ethical principles through my work, particularly when it comes to the environment.”

Employee of a small business in the UK



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KEY FINDING 2

# Distributed teams embraced remote collaboration.

Now IT leaders are bracing for the return to the office and express concern about possible negative impacts on employee experience.



**44%**

of IT leaders plan to make investments in hybrid collaboration tools that improve communication.

Engineered for working and connecting anywhere, the ThinkBook® 14s Yoga convertible laptop features the Intel vPro® platform for an unrivaled business PC solution. 12th Gen Intel® Core™ i7 processors power maximum computing power and long battery life, and an AI-enhanced hybrid architecture splits tasks among cores optimized for performance or efficiency.



## Employees (and IT teams) have cracked the code on remote work

Companies of every size indicate that employees have embraced remote work. Teams are effective. Productivity is high. At this point, many IT leaders are so comfortable with a remote workforce that “return to the office” policies are a larger concern. Research shows employees prefer a hybrid work model.

## Time to shift remote collaboration into an even higher gear

IT leaders say collaboration tools have improved their company’s productivity and efficiency, even if they experienced some initial setbacks. Medium and large businesses are more likely to have adopted multiple collaboration tools in the past year, while smaller businesses have standardized just one new collaboration tool.




**78%** of employees and **83%** of IT leaders say collaboration powered by technology has unlocked opportunities to recruit a more diverse workforce and skill sets.

**47%** of IT leaders say collaboration tools have improved overall productivity and efficiency.

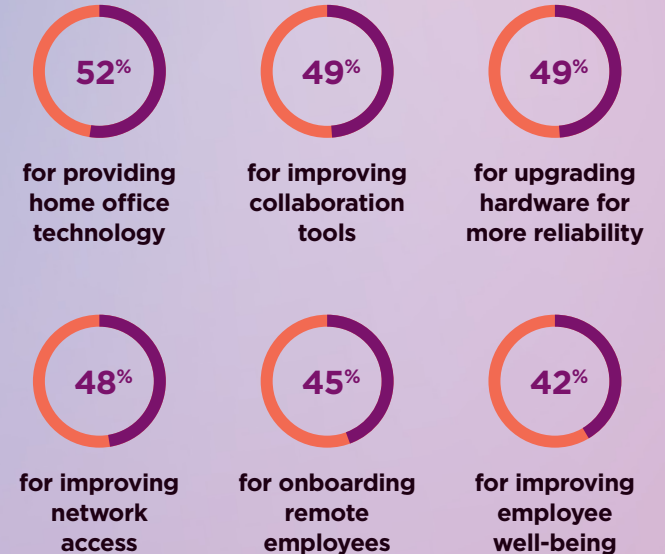
New collaboration tools are of particular interest to medium and large businesses focused on improving the experience of employees working from home. IT leaders at smaller companies would prioritize cloud storage migration if given the choice.

Both opportunities — collaboration and cloud — point to one of the greatest lessons of the last few years: Connected teams are more engaged and adaptable and can communicate effectively to solve problems swiftly, no matter where they work.

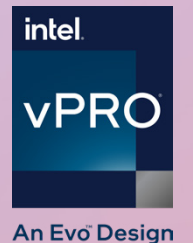
### Favorite collaboration features for businesses of all sizes

-  Videoconferencing
-  Easy screen sharing
-  Tools that allow coworkers to simultaneously work in a document (cloud)

## Companies have increased their IT budgets for hybrid collaboration.



Unlock opportunities for employees to collaborate no matter where they choose to work with devices engineered for mobile performance like the ThinkPad® X1 Yoga, powered by Intel vPro,® An Intel® Evo™ Design.





## 5G for remote work is gaining speed

Although remote office technology disruptions remain mild to moderate, internet connection challenges are the most problematic. Bandwidth challenges manifest as poor audio and video quality — important websites may also be harder to reach.

**13%** say bandwidth that's insufficient to support video calls causes a big disruption.

**14%** say an internet connection that stops working causes a big disruption.

Perhaps that's why 5G jumped onto the charts, becoming one of the smart features employees in every business size would find most useful in the future of work.

**66%**

of employees think 5G would be helpful to their work.

## Communication evolves: "I think you're muted."

Most employees have few tech issues while working remotely compared to when in the office. However, common problems continue to revolve around interpersonal communication.

**29%** of employees say difficulty reaching coworkers is more of a work-from-home issue.

Increasingly, smartphones are becoming part of the workflow. **Employee use of personal smartphones for work purposes increased from 79% in 2021 to 84% in 2022.** What they do with the phones is changing too.

IT leaders report that companies cover the cost for many equipment needs, starting with the core essentials — laptop, keyboard, mouse, and monitor — but are also extending to workspace improvements like standing desks, laptop stands, and printers. IT still leaves "nice-to-have" hardware and smartphones to individuals.



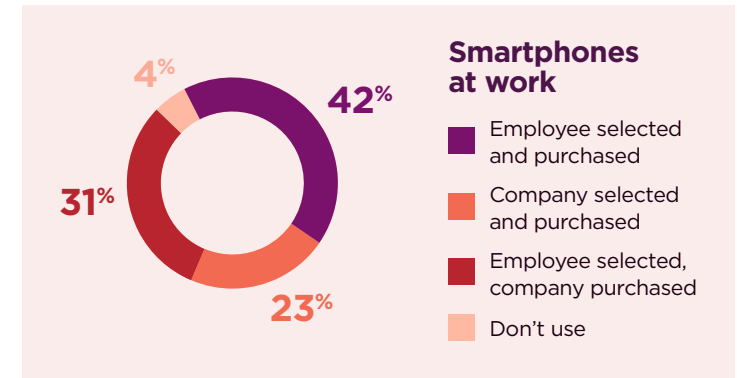
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The ThinkPad® X1 Yoga is a 5G-ready performer, powered by Intel vPro,® An Intel® Evo™ Design, built for what IT needs and users want.

## Smartphones take a more prominent role

From light productivity to full-screen video collaboration on the go, work gets done on the phone.

	2021	2022
<b>Small business</b>	Voice-only calls	Dial into meetings when away from PC
<b>Medium business</b>	Video calls	Dial into meetings when away from PC
<b>Large business</b>	Video calls	Check email while away from PC





## KEY TAKEAWAYS

### For workforce transformation: Focus on team-building

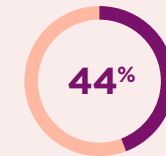
With a strategic setup and smarter collaboration tools, IT leaders create an equitable meeting experience for all. Consider how the company's in-office, hybrid, and mobile workers are faring.

- **Can in-office space be transformed to entice hybrid employees?**
- **Is it equipped to empower communication between team members onsite and off?**
- **What additional technology could elevate the experience for frequently mobile workers as well as the team members they connect with while on the go?**

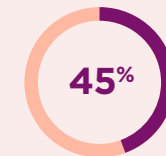
Technology services can help manage various IT-related tasks for collaboration tools, ensuring conversations between teams go uninterrupted. Over a quarter of organizations already use such a service.

**32%** of companies have subscriptions for workplace collaboration tools to help manage various IT-related tasks.

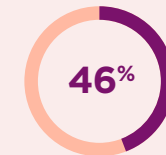
### How do IT leaders plan to invest in hybrid collaboration in the future?



Collaboration tools to improve communication



Improving the work-from-anywhere experience

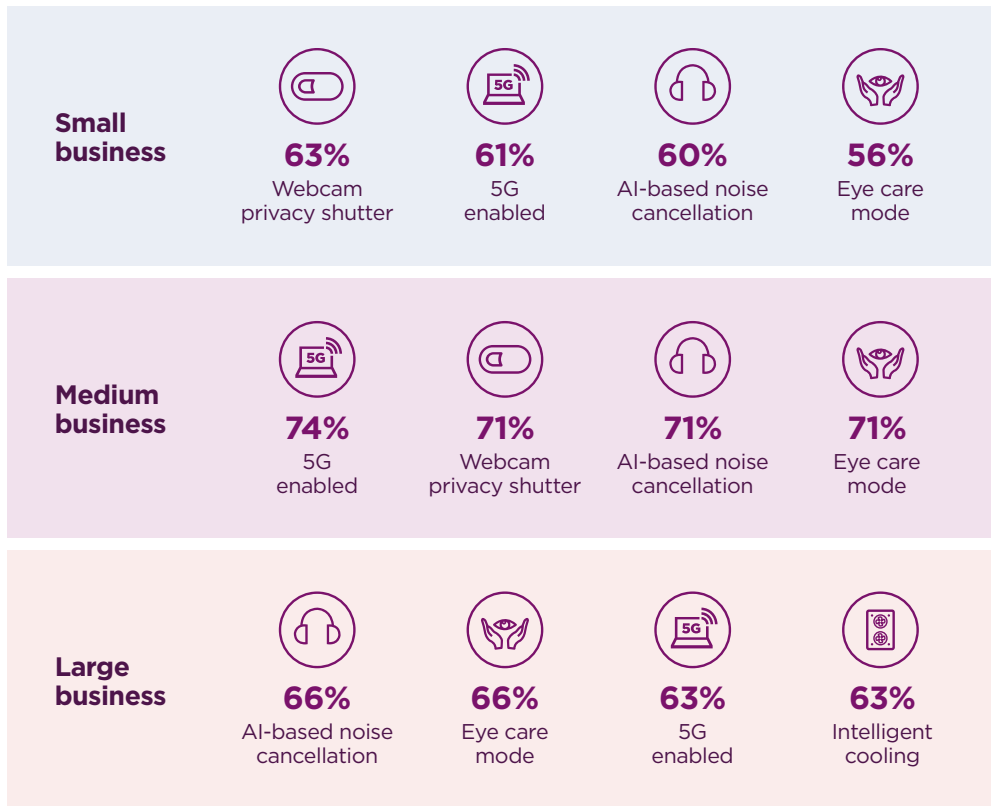


Refreshing currently used laptops and PCs

intel  
vPRO  
An Evo Design

Collaboration, long battery life and 5G-ready? Give employees the devices they need to succeed like the ThinkPad® X1 Carbon, powered by Intel vPro,® An Intel® Evo™ Design, built for what IT needs and users want.

## Smart features employees think would be most helpful to their work



## Yesterday's "nice to have" is today's "must have"

Employees value smart features that promote their productivity, mental and physical well-being, data safety, and personal privacy. Moreover, we know flexibility of location drives job satisfaction.

That's why, in the future workplace, innovative and enterprise-grade technology can be a lynchpin for connecting teams and attracting top talent. Look for 2-in-1 devices with 5G capabilities, smart glasses that enable multiple monitors on the go, and headsets that cancel noisy distractions for the wearer as well as the team members on the other line.

Lenovo's Remote Work Enablement solution includes premium products and services that keep employees able to do their best work, anywhere, anytime. Many companies also use virtual desktop infrastructure (VDI) to support remote workers with the business applications they need while maintaining secure control of corporate data. If that's what you need, consider the Lenovo VDI Hosted Desktop.

"Our company has an office with hot desks only, so the hybrid work environment will be ever-growing within our company. I believe hybrid work will improve growth all across the board."

**IT leader of a large enterprise business in the UK**



### KEY FINDING 3

## Company priorities for transformation changed. Then changed again.

Now IT organizations are unsure where to focus their resources amid an onslaught of new responsibilities and business objectives.



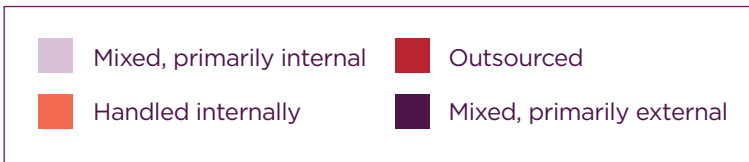
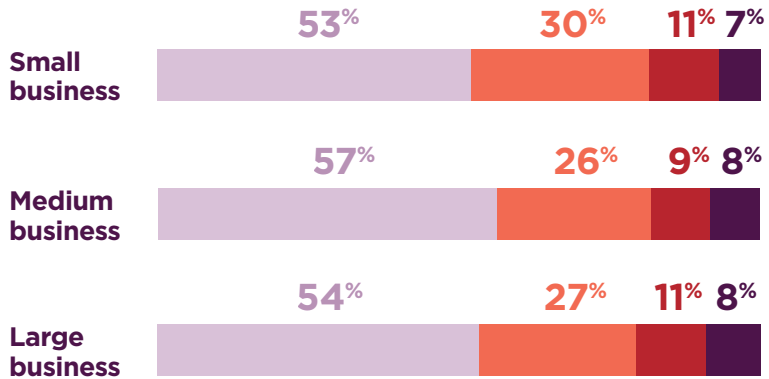
# 45%

of IT leaders say an all-in-one technology package with hardware, software, and services would be useful when integrating new digital transformation solutions.

Lenovo helps IT keep employees connected, engaged, and productive with digital workplace solutions that include the ThinkPad® P1 Mobile Workstation, powered by the Intel vPro® platform for an unrivaled business PC solution. Mobile workstations powered by 12th Gen Intel® Core™ H Series processors and the Intel vPro® platform deliver high performance on the go for an unrivaled business PC solution.

## Most IT organizations now use external resources

What's your approach to IT help desk/troubleshooting?



What IT services and subscriptions are you investing in?

### Small business

IT security **59%**  
 Software support **45%**  
 Hardware support **40%**

### Medium business

IT security **65%**  
 Software support **50%**  
 Hardware and software deployment **42%**

### Large business

IT security **64%**  
 Software support **51%**  
 Hardware support **41%**

## Subscription services deliver simplicity and scale

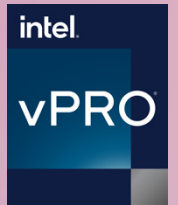
Earlier in the pandemic, IT support was primarily handled by internal organizations. Larger companies outsourced for security.

Since then, outsourcing has become more widespread among all business sizes, with most using external resources for at least some of their troubleshooting. IT security remains an essential subscription.

“IT has become much more of a priority as people work from home more often. Having networks working and solid security is paramount.”

### IT leader of a medium-size business in the US

IT teams of every size benefit from scalable services that deliver value. Lenovo TruScale is a pay-as-you-go model delivering software, services, and hardware like the ThinkPad® X1 Carbon, powered by Intel vPro,® An Intel® Evo™ Design, built for what IT needs and users want.



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## Companies have increased their IT budgets for digital transformation.



for improving data security



for improving network security



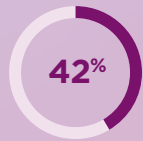
for upgrading hardware for more reliability



for improving online sales



for business continuity plan



for endpoint management



for outsourcing hardware needs



for subscription-based services



for immersive experience (AR/VR)

## IT security remains top of mind and budget

Company priorities for transformation have diversified greatly in the past year, reflecting the reactive nature of IT leaders' roles and responsibilities. Most currently invest in security and cloud storage.

Lenovo laptops like the ThinkPad® X1 Carbon, powered by Intel vPro,® An Intel® Evo™ Design and running Windows 11 Pro, raise the security baseline. New requirements include TPM 2.0 for hardware root-of-trust, virtualization-based security, advanced encryption, and Windows Hello for passwordless protection.

### IT leaders' top considerations when deciding to invest in digital transformation solutions

#### Small business

IT security **45%**

Employee satisfaction and productivity **29%**

Managed IT services **26%**

#### Medium business

IT security **51%**

Managed IT services **29%**

Employee satisfaction and productivity **27%**

#### Large business

IT security **50%**

Employee satisfaction and productivity **33%**

Improving sustainability **26%**



## KEY TAKEAWAYS

# For workforce transformation: Focus on partnerships

Everything-as-a-service solutions hold major appeal for today's IT leaders. Entrusting a partner to fully manage IT and remote support enables in-house teams to focus on more strategic projects while making it easier to have up-to-date and scalable hardware over time.

These partners can also offer specialized knowledge to drive strategic initiatives forward. For example, sustainability (as well as end-user support and software management) are seen as "no burden whatsoever" for IT teams to handle internally; however, "sustainability management" is a top objective IT leaders want to achieve with the help of an as-a-service partner.

**The right technology partner can provide valuable end-to-end expertise in a solution flexible enough for the future of work — no matter what that looks like for your business.**

### Most wanted for assistance

IT leaders think they'd find these digital transformation solutions most useful in the future:

- 45% all-in-one package with hardware, software, and services
- 44% training sessions for employees
- 40% flexible purchasing options

### Most wanted for "as a service"

IT leaders are most interested in working with a third party for these services:

- 62% end-user security
- 60% hardware and software deployment
- 60% sustainability management

### Most wanted innovations

IT leaders, if given time to focus on exploring new technologies, would spend it:

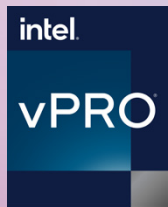
- 36% investigating new collaboration tools to improve communication
- 36% creating new programs for asset disposal and recycling
- 35% improving AI analytics
- 34% improving cloud infrastructure

A flexible, hyperconverged infrastructure built on Lenovo ThinkAgile Series with 3rd Gen Intel® Xeon Scalable processors can optimize workloads and improve efficiency so IT teams can focus more time on strategic initiatives.

## Purposeful transformation begins here — with technology that empowers everyone to be their best

Employees' changed expectations of work and work-life balance are guiding lights for moving any business forward. They reveal strategic focus areas of purposeful transformation in the future of work.

Smarter technology enables teams to bring these high ideals to life.



An Evo® Design



### Lead with a purpose-driven vision

- Equip employees with energy-efficient products with a focus on repairability
- Create sustainable asset disposal programs
- Increase energy efficiency of the IT infrastructure
- Train employees in how they play a role in the company's ESG initiatives, such as using work-provided sustainable solutions



### Shift remote collaboration into an even higher gear

- Keep employees connected wherever they go
- Equip employees with the technology they need to keep working anywhere
- Rethink in-office setups for collaboration
- Consider subscriptions for workplace collaboration tools to help manage various IT-related tasks



### Enlist a trusted end-to-end technology partner

- Streamline solutions to save on security monitoring
- Provide employees with private browsing, separate profiles, and password monitoring
- Assign the organization's most burdensome tasks to a third party
- Use reclaimed time to be more proactive, diverting it into more strategic initiatives



### Lenovo end-to-end solutions make it easy

Lenovo offers a variety of services to help organizations reduce their environmental impact, from Asset Recovery Services that ensure responsible disposition of devices to CO<sub>2</sub> Offset Services that make it easy to offset the carbon emissions associated with technology acquisition.

#### Ask us about:

- Lenovo server packaging made with discarded marine litter
- Lenovo Neptune™ Direct-Water Cooling, supporting Intel® Xeon Scalable processors ideal for HPC workloads
- Hybrid cloud solutions seamlessly engineered from server to software

Digital workplace solutions like the ThinkPad® X1 Carbon featuring Intel vPro®, An Intel® Evo™ Design, deliver business-class stability and reliability for a better technology experience.

#### Ask us about:

- ThinkReality A3 augmented reality smart glasses for multiple monitors anywhere
- ThinkSmart™ collaboration solutions
- ThinkVision® displays

A flexible hyperconverged infrastructure built on Lenovo ThinkAgile HX Series systems with Intel® Xeon Scalable processors can optimize workloads and improve efficiency so IT teams can focus more time on strategic initiatives.

#### Ask us about:

- TruScale Device as a Service
- TruScale Infrastructure as a Service
- ThinkAgile customized cloud solutions built on open architecture

# Smarter technology today. Transformed workforce tomorrow.

Delivering meaningful technology solutions to keep your employees, employers, and customers engaged is easy with Lenovo. We offer the industry's broadest portfolio with the simplicity of a single trusted provider, freeing up IT for an expanded strategic role and vision-led organizational change.

- Digital workplace solutions
- Infrastructure solutions
- Service solutions

Available through a flexible pay-as-you-go model — Lenovo TruScale — our solutions make possible transformation that raises the bar on individual productivity, team collaboration, and business agility.

Contact your Lenovo representative today to learn more, or visit [www.lenovo.com/smartersolutions](http://www.lenovo.com/smartersolutions).

#### About this report

Lenovo's report, "Human-centered insights to fuel IT's vision," presents research findings from the Future of Work quantitative online survey of 5,901 employees and IT leaders from 12 countries, conducted by Reach3 between June 24 and July 19, 2022. Data for year-over-year comparisons is sourced from Lenovo's 2021 "Future of Work and Digital Transformation" report.

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Smarter  
technology  
for all

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Deliver a better technology experience with solutions that include the ThinkPad® X1 Carbon, powered by Intel vPro,® An Intel® Evo™ Design, built for what IT needs and users want.



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