



Lenovo Device Intelligence Solutions

**Deep learning PC health tools
that help IT teams optimize
fleet performance and improve
the end user experience**

The Lenovo Device Intelligence suite of solutions uses AI-enabled technology to give IT teams the tools to diagnose, prevent, and remediate common PC health and performance problems at scale, improving employee uptime and productivity

**Smarter
technology
for all**

Lenovo

It's not easy for IT to stay on top of the health and maintenance of all PCs, especially when managing large asset fleets and adapting to new digital workstreams. With enough devices deployed, common PC failures – even when occurring rarely – become a drag on employee productivity, uptime, and IT resources.

Introducing **Lenovo Device Intelligence solutions**

The cloud-based platforms are PC health management SaaS solutions using proactive device insights and AI-driven predictive analytics to keep fleets running at peak performance, optimize support costs, and improve end user productivity and satisfaction. The portfolio of solutions includes Lenovo Device Intelligence and Lenovo Device Intelligence Plus.

Lenovo Device Intelligence is the core Digital Experience Monitoring tool. Operating in a cloud-based environment, this solution is PC-agnostic and generates advanced predictive analytics, proactive insights and alerts, robust reports, issue remediation, and fleet health scoring.

Lenovo Device Intelligence Plus includes all the features of its core counterpart, adding enhanced insights, alerts, reports, analytics, and more options for issue remediation. For organizations requiring a deeper level of insight into PC health, Lenovo Device Intelligence Plus features increased functionality such as digital user experience scoring, asset optimization insights, productivity impact assessments, root cause analyses, peer benchmark comparisons, and more.

Built on a multi-layered security stack with strict data privacy policies

Lenovo Device Intelligence follows industry best practices and stringent policies when it comes to protecting customers' sensitive data.

- Individual tenants so each customer's data is partitioned and completely separate
- Hosted multi-region tenants ensure compliance with regional data privacy requirements
- Secure, encrypted APIs
- Web-app firewall providing IP/domain whitelisting, attack monitoring, and intrusion detection
- Strict user access policies
- Personally Identifiable Information (PII) data is never collected

Powerful AI features to keep PCs running at peak performance

Lenovo Device Intelligence solutions monitor a broad array of datapoints across the device fleet, using them to keep your company's machines operating at peak performance (as well as your people).



Monitor & Assess

Through the Lenovo Device Intelligence dashboard, IT can access fleet-wide and granular insights into device failures, apps affecting performance, Windows Device Manager errors, battery levels, storage, and more. Upgrade to Lenovo Device Intelligence Plus to conduct real-time sensor monitoring of millions of data points for broader visibility into fleet health and end user productivity impacts.



Analyze & Resolve

Swiftly resolve issues and reduce Mean-time-to-Resolution (MTTR) metrics. When Lenovo Device Intelligence detects a potential area of concern, the system alerts IT with helpful insights and recommendations. Enhancements within Lenovo Device Intelligence Plus allow even more robust analyses and options to automate fixes.



Predict & Prevent

Lenovo Device Intelligence and Lenovo Device Intelligence Plus both preemptively identify anomalous behaviors which may, if action is not taken, cause device failures or performance degradation. IT admins can execute recommended remediations to prevent critical issues from occurring.



Optimize & Improve

Keep fleets operating optimally, improve the employee experience, and increase uptime with technology that fits the business' needs. Lenovo Device Intelligence solutions leverage PC health data from a global base of millions of Lenovo devices. The tools use AI technologies to become more adept and accurate at predicting issues based on your company's specific usage patterns. Lenovo Device Intelligence Plus adds valuable insights to help companies right-size hardware and software investments. It compares key metrics against industry benchmarks, and delivers in-depth trend and root cause analytics to help pinpoint improvement focus areas.

Compare your options

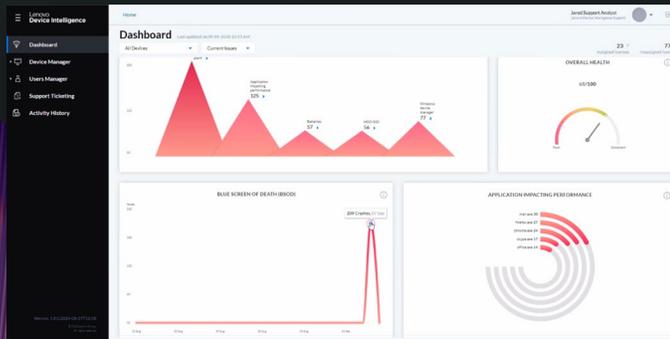
While the core **Lenovo Device Intelligence** offering includes predictive capabilities and a base set of proactive device insights, the **Lenovo Device Intelligence Plus** offering delivers an enhanced customer experience with even more proactive device and business insights.

Features	Lenovo Device Intelligence	Lenovo Device Intelligence Plus
Advanced Predictive Analytics	✓	✓
Proactive Insights & Alerts	✓	✓ (enhanced)
PC agnostic	✓	✓
Reports & analytics dashboards	✓	✓ (enhanced)
Fleet-level health scoring	✓	✓ (enhanced)
Device-level health scoring	✓	✓ (enhanced)
Multi-layered security stack with strict data protection	✓	✓
Issue remediation	✓	✓ (enhanced)
Digital UX scoring (snapshot and trending)		✓
Persona analysis insights		✓
Asset optimization insights		✓
Root cause issue analysis		✓
Application comparative & trend analyses		✓
Peer benchmark comparisons		✓
Assessments of IT impact on employee productivity		✓

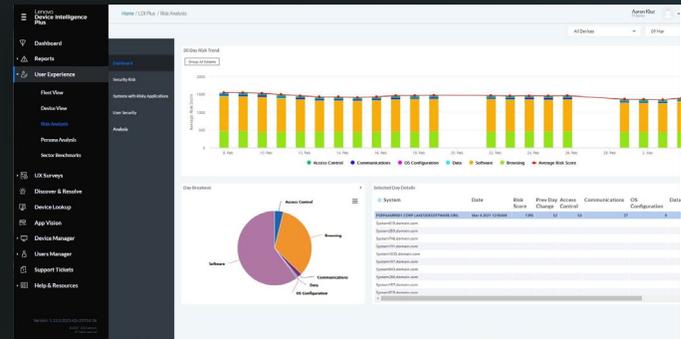
Lenovo Device Intelligence dashboards

IT administrators have access to secure dashboards that provide key metrics and deep insights.

The Lenovo Device Intelligence dashboard offers PC health scores for fleets and individual devices, recommended remediations, top crash types and frequencies, apps affecting system performance, storage capacity usage, battery warranty status and capacity levels, Windows device manager errors, and more.



The Lenovo Device Intelligence Plus dashboard includes all the core features plus real-time sensor monitoring of datapoints, UX scoring, asset utilization tracking and optimization analytics, persona segmentation, user surveys, sentiment scoring, security risk assessments, deep root cause and correlation analysis pathing, extensive application analytics, options to automate and mass-heel fixes, benchmarking, and more.



Lenovo Device Intelligence: Digital Experience Monitoring solutions

Improving employees' experience is a strategic part of digital transformation. Digital Experience Monitoring (DEM) solutions bring IT teams visibility into their device fleets, allowing companies to analyze and quantify traditionally subjective parts of end user computing and address questions like:

- Why is a user experiencing a slow computer?
- What's driving systemic or isolated issues across fleets?
- Has the latest OS patch impacted performance?
- Is the end user experience where it should be for all employees?

With the right DEM tool—particularly one harnessing AI and machine learning—an IT department can answer these questions to optimize their helpdesk costs while increasing employee productivity and satisfaction.

Lenovo Device Intelligence Solutions in action

93% 

of IT leaders say investing in IT automation gets teams focused on more strategic tasks¹

The Lenovo Device Intelligence deep learning model is

>90% 

accurate at pinpointing applications (current and anticipated) causing performance degradation.²

85% 

accuracy rate for predicting the most common Blue Screens of Death prior to failure³

Lenovo Device Intelligence solutions. Smarter insights into PC health and employee productivity.

Learn more. Speak with your Lenovo Representative or Business Partner.



www.lenovo.com/device-intelligence

1. LogicMonitor, 2017

2. Based on 400,000 datapoints collected from 5000 laptops.

3. Based on 1 million crash instances.

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