



The new everything-as-a-service world

How as-a-service models are unlocking opportunity for IT leaders

In the evolving hybrid work world, the flexibility to scale infrastructure quickly and cost-efficiently is essential to business success. Everything as a service has emerged as a key strategy, and there is now a fast-growing list of as-a-service options.

Everything as a service is particularly attractive when companies move to a single aaS provider, which streamlines service delivery and vendor management. It also allows a cloud-like experience on-premises along with security, control, and real-time transparency.

In a new Lenovo survey of nearly 6,000 employees and IT decision-makers, **we found significant as-a-service interest and adoption.**¹

New research: Trending up and out

The new Lenovo survey found more widespread outsourcing of services year over year. And, while previously, subscriptions were largely for security and support, **now, most companies are seeking multiple services.**

Delivering a range of services

More than half the respondents in companies of all sizes are interested in as-a-service models for these services:

-  End-user security
-  Managed IT
-  Hardware/software
-  End-user support
-  Sustainability management
-  Consulting



Lenovo TruScale DaaS equips employees with the latest tech, like the ThinkPad® X1 Carbon with Intel vPro®, An Intel® Evo™ Design, built for what IT needs and users want.

Smarter technology for all

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Supporting IT's new role

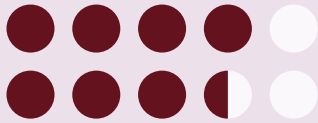
Among these interested respondents, at least half in medium and large companies believe this model will allow their in-house IT team to be more strategic while still maintaining scalable and up-to-date hardware. This is a big win-win for IT leaders juggling the simultaneous demands of new employee expectations, evolving strategic roles, and urgency around digital transformation.

Other benefits cited include:

- Up-to-date hardware
- Moving from CapEx to OpEx
- One provider
- Hands-off hardware lifecycle management

A service revolution

Device as a Service (DaaS) is just one example that is a perfect match for today's distributed workforce. Lenovo TruScale DaaS takes on everything from onboarding to security, management to disposal, and equips employees with the latest tech like the ThinkPad® X1 Carbon with Intel vPro®, An Intel® Evo™ Design, for an unrivaled business PC solution.



more than
7 out of 10

companies have adopted as a service for over 50% of their IT needs, according to Deloitte.²



An Evo™ Design

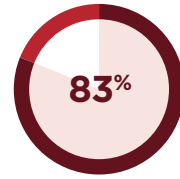
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Deloitte conducted a survey to see if as a service is living up to its promise. Here are some of the most interesting learnings.

As a service is meeting companies' hopes and expectations. As a service boosts agility, efficiency, productivity, innovation, and competitive advantage.²

As a service is better than traditional IT. Respondents are more than twice as likely to view as a service as better, including on advanced features, reliability, performance, ease of management, and customer experience.²

Companies want more from their as-a-service providers. While 83% say their customer service experience has improved with as a service, companies want long-term consultative/advisor relationships plus more focus on reliability and performance, integration, and security.²



83% of companies say their customer service experience has improved with as a service.

Lenovo's commitment to partnership

Lenovo partners with you and delivers custom solutions with the simplicity and efficiency of a single vendor. 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 download the full Lenovo report, "Human-centered insights to fuel IT's vision." >>>

¹ Lenovo, "Human-centered insights to fuel IT's vision," July 2022

² Deloitte, "Everything-as-a-Service (XaaS) Study," 2021

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