

ThinkSmart



Three ways to simplify management of hybrid collaboration devices



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Hybrid work has become the new reality for organizations of all sizes across every industry. Nine in 10 employees want flexibility in where and when they work.¹ And 39% would consider leaving their job if that flexibility wasn't offered.²

For IT teams, that means supporting fleets of devices and users that, in many cases, they can't physically interact with.

Of all the ways IT teams need to support employees working from anywhere — like device provisioning, help desk services, software updates, and security — ensuring effective collaboration solutions are available across the hybrid landscape can be one of the most challenging. In fact, 26% of IT leaders believe it's the single biggest challenge they face.³



39%

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Supporting the new way forward — remotely

Collaboration has always been the cornerstone of productivity and innovation. So it's not surprising that the introduction of digital collaboration platforms was named the most important factor in the sustainability of remote work.⁴ Nearly 80% of workers today rely on digital collaboration tools to stay productive.⁵

Organizations are recognizing that more advanced collaboration tools drive better innovation and increased profitability. It's now the number two investment focus area for IT.⁶ But nearly two-thirds of hybrid offices have a difficult time integrating collaboration solutions from multiple vendors.⁷

Keeping all this collaboration technology up and running in multiple conference rooms presents a significant challenge, especially for IT teams who are operating remotely. Troubleshooting equipment



80%

Workers who rely on digital collaboration tools to stay productive.

operation, connectivity issues, or the quality of the AV experience becomes much more difficult without direct physical access to the devices.

Let's take a look at three ways IT teams can simplify the support of hybrid collaboration solutions in a remote/hybrid enterprise setting.










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1. Leverage the power of the Intel vPro® platform

The Intel vPro® platform delivers premium performance, hardware-enhanced security, modern manageability, and improved stability to a wide array of devices. IT teams may be familiar with the versatility this built-for-business platform provides when managing end-user devices, but it can also help teams manage collaboration devices like the Lenovo ThinkSmart Hub and ThinkSmart Core that are powered by Intel vPro.®

Intel® Active Management Technology (AMT) in the Intel vPro® platform provides secure remote access and control of ThinkSmart devices regardless of the device's state or location. With the integrated KVM (keyboard, video, mouse) remote control, IT teams have complete control of the device just as if they were sitting in the room right next to it.

-  Gather general device information and status
-  Take actions (wake, sleep, restart, power off) on a remote device
-  Access Remote Desktop in kiosk mode
-  Control different displays connected to a device
-  Adjust screen size, orientation, and display quality
-  Perform "Control + Alt + Delete" on a remote device
-  Remote terminal for executing commands

Intel® AMT can also operate anywhere employees are working via the cloud with the help of Intel® Endpoint Management Assistant (EMA). Intel® EMA provides management for devices even when they're powered off or the operating system is unresponsive.

- Keep systems patched, current, and functioning optimally 24/7
- Provide remote discovery and recovery, even in cases of power loss or OS failure
- IT staff can remotely push software and firmware updates to all their clients out-of-band without requiring any operating system on the remote client



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2. Choose Windows-based solutions

When equipping multiple collaboration spaces across an enterprise organization, IT teams need to think long term. Collaboration devices typically have a longer service life and longer refresh interval compared to end-user devices, so things like OS support, security updates, and flexibility/scalability become extremely important.

Devices based on some mobile operating systems often employ a custom version of the OS that's tied to a specific device or processor. When the support for older versions of the OS expire, users are left without critical security updates and patches, which can affect performance and leave systems vulnerable to cyberattacks.

In addition, many non-Windows systems are designed as a fixed one-and-done solution. They support the AV components integrated with the system, and that's the limit of their capability. If a room needs to be expanded or reconfigured down the road, this type of fixed solution may not support the new requirements.

Windows-based systems like the Lenovo ThinkSmart Hub, ThinkSmart Core, and ThinkSmart One provide

The versatility and reliability of Intel® IoTG technology is now available in a Windows-based integrated collaboration bar — the Lenovo ThinkSmart One. This first-to-market solution combines collaboration, compute, and AV in one, and it's certified for Microsoft Teams Rooms and Zoom Rooms.

greater flexibility to work with a broad portfolio of USB components that can be configured and reconfigured or expanded as needs evolve — so systems can scale to fit any room size.

These robust systems also provide long-term stability with Intel® IoTG processors designed for long-life edge applications and long-term support for the Windows operating system. Plus, Windows-based collaboration systems can be managed within the same PC infrastructure and tools already in use, simplifying day-to-day operations.



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3. Take control with ThinkSmart Manager

ThinkSmart Manager is a versatile cloud-based software that provides a single-pane-of-glass view of an organization's entire ThinkSmart fleet and empowers IT teams working anywhere. Additionally, ThinkSmart Manager can leverage the remote management capabilities of the Intel vPro® platform for:

Proactive monitoring

- Get immediate notifications and fix critical issues before they're reported
- See real-time status by device
- Generate reports on device issues and trends

Sources

- 1 Ernst & Young, "2021 Work Reimagined Employee Survey," May 2021
- 2 Bloomberg, "Employees Are Quitting Instead of Giving Up Working from Home," June 2021
- 3 Tech.co, "Study: Collaboration Is Still a Problem for Remote Teams," October 2021
- 4 Deloitte Insights, "The social enterprise in a world disrupted — Human Capital Trends 2021," December 2020
- 5 Gartner, "2021 Digital Worker Experience Survey," April 2021
- 6 Frost & Sullivan, "Video Conferencing Devices and UC Briefing: H1 2021 Update," September 2021
- 7 Forbes, "The secret to a successful hybrid office," 2021

Better protection

- Allow BIOS/SVP change management
- Prevent unwanted USB port use
- Manage passwords centrally for BIOS, Windows, and Microsoft Teams accounts

Remote control

- Remotely deploy, configure, and update devices
- "Apply all" to streamline actions across multiple endpoints
- Enable/disable Windows Remote Desktop

Collaborate with a trusted partner

With global support in more than 100 markets and an expanding portfolio of UC-certified solutions, Lenovo is ready to help enterprise organizations of every size and type put the power of hybrid collaboration to work.

Explore the entire Lenovo ThinkSmart portfolio at www.lenovo.com/ThinkSmart



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