



Lenovo Digital Workplace Solutions

Smarter  
technology  
for all

Lenovo

# Lenovo Service Desk

## Seamless user experience without compromise

Lenovo recognizes that organisations are pressured to improve productivity, experience, and performance of their employees to create a sustainable advantage in rapidly changing and demanding business environment - without adding a burden on IT budgets.

There is a significant cost to the business when employees are not able to contribute productively due to IT downtime. Closing the gap between end-user expectations and experiences is key.

Transforming your business with best of breed technology that is build from the ground up, with automation and tools that can deliver improved experience.

We can deliver a seamless experience across all channels with a single point engagement model of experts who will help you proactively, promptly, and personally with your request.



### Improve employee productivity

- **Proactive** and **preventative** issue resolution
- Self-help/heal with **AI guided knowledge base**
- End-to-end ownership of issue resolution to **reduce handovers and minimize delays**
- **Minimize disruption** to employees with Predictive Maintenance using AI & Automation to **resolve issues faster**

<https://lenovo.com/digital-workplace-solutions>



## Maximize employee experience

- Single point of engagement with true Omnichannel solution providing a **seamless issue resolution experience**
- **Personalized experience** / Persona driven support with real agents
- Enable hybrid workplace with **easy-to-access** and **powerful support**
- **Enable employees** on any device with support that is quick and easy to access, including AI guided knowledge base for **24/7 self-help/heal**



## Optimize your service desk efficiency

- Robust analytics, AI and Automation to **increase remote resolution** and **first-time fix**
- **Single Pane of Glass Portal** providing actionable insights
- **Market leading/best-of-breed tools** integrated by Lenovo Managed Services Platform



## Lenovo Device Intelligence Plus

- Using **Lenovo Device Intelligence & Lenovo Device Intelligence Plus** to deliver proactive device insights and AI-driven predictive analytics that continually **improve employee experience**.
- Keep your fleet running at **peak performance**.

# If you want to learn more

Get in touch with your **Lenovo sales representative**.

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