



Lenovo  
**Solutions & Services**

# Lenovo Device Intelligence Plus Managed Services

Introducing a more intelligent approach  
to digital experience monitoring.

Put Lenovo in the driver's seat with our Lenovo  
Device Intelligence (LDI) Plus Managed Services.  
A purpose-built managed service to save you  
time and money, without the need to hire  
specialized personnel.

**Smarter  
technology  
for all**

**Lenovo**

Digital workplace. Hybrid workplace. Transformed workplace. Whatever label we put on it, keeping your device fleet optimized and your internal customers happy and productive is a huge challenge!

Adding the adoption of new IT solutions, the use of remote personal devices and the need to speed up digital transformation increases the pressure on IT leaders, executives, and their teams.

## **LDI Plus Managed Services – how does it help?**

LDI Plus Managed Services is an offering that combines Lenovo's digital experience monitoring software with our managed services to help you to monitor the health of your device fleet, remediate issues, improve internal customer experience, and optimize IT resource utilization. Let us keep your employees productive with a simple managed service, purpose built to save you time and money.

### **Our technical experts provide:**

- Device health performance monitoring & Insights
- Employee Digital Experience Management
- Incident Management & Remediation
- IT resource planning consultancy
- Implementation & Steady-State Services

## **LDI Plus Managed Services – gain more for investing**

Day one: our team of experts will help you achieve your strategic IT goals, strengthen your internal teams, and eliminate the need for additional investment in personnel or training.

By leveraging LDI Plus software, our technical team monitors, manages, and reports the health of your systems through the power of AI generated analytics, allowing your internal IT staff to focus on more strategic business activities, enabling you to quickly see a return on investment and quick time to value.

Lenovo, the experienced technology solution provider that enables customers to implement a remote monitoring and digital experience managed service through one, simple offer: LDI Plus Managed Services.

# Let Lenovo's team of experts help you



## Maximize the performance of your device fleet

Through enhanced insights, we will review custom generated analytics, make recommendations for remediations to deploy at scale and optimize your fleet for both Lenovo and non-Lenovo devices.



## Increase employee productivity and end-user experience

With proactive monitoring, we will help you keep your remote and hybrid workforces up and running, and productive through recommendations on IT resources planning and matching of persona workstyles to increase efficiency and end-user satisfaction.



## Free up IT resources to focus on strategic business initiatives

Your Lenovo Customer Success Managers will be a smart extension of your IT or help desk team, in turn helping to reduce expensive OPEX spend. You can offload some of the burden for managing system health issues, so your team can focus on other value-driven projects.



## Reduce IT asset costs

We will help you manage IT resource planning, decrease CAPEX spend and provide insights into what hardware and software is not being used.



## Build a trusted relationship

As your Managed Service and Digital experience provider, we will hold business reviews with you to provide standard reporting and program key performance indicators linked to customer environment improvements.

# Let's continue the conversation - Full Speed Ahead

- You would like to relieve the pressure on your internal IT team as they are being asked to take on responsibility for more strategic IT projects.
- 'The Great Resign' is impacting your ability to recruit trained and qualified IT professionals.
- IT leadership is taking on more responsibilities which are traditionally outside the CIO scope.
- Your internal IT team is facing a huge challenge in supporting a remote / hybrid workforce.

Visit [lenovo.com/Idi-plus-managed](https://www.lenovo.com/Idi-plus-managed)

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