



Lenovo Digital Workplace Solutions

Smarter technology for all

Lenovo

Single point of engagement. Single point of resolution.

Employees' inability to contribute productively due to IT downtime is a significant business cost.

60% of respondents¹ estimated that in 2021 IT downtime cost **\$500,000 – \$3 million**

To empower a productive and engaged workforce, you need to close the gap between end-user expectations and experiences

63% of service and support leaders say **improving their operations is among their most important goals for 2023²**

Transformation to a modern digital workplace is a key priority.



An improved employee experience (EX) and higher employee engagement translate to better customer experience (CX), higher customer satisfaction, and higher revenue for their organization.³



Customer satisfaction is a key metric in evaluating employee productivity, which is highest when strong EX programs are in place.⁴

To overcome these challenges, businesses need to focus on:



Improving productivity

Boost employee productivity and minimize disruption through proactive and preventative issue resolution



Maximizing experience

Improve your employee experience and enable hybrid workplace with easy- to-access and powerful support



Optimizing efficiency

Enhance and do more with your IT budget, with predictable results and costs

A modern service desk has been shown to deliver significant value* across your user base

15% Improvement in revenue retention

20% Efficiency gains

12% Lower attrition

170% return on investment

To learn more about **Lenovo Service Desk**

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

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1. Gartner Peer Insights surveyed 100 leaders involved in IT Service Desk decision making about their satisfaction with their IT Service Desk and their progress when it comes to AI capabilities. Data collection: March 21 - April 22, 2022

2. (<https://www.gartner.com/en/customer-service-support/insights/service-leaders-priorities>)

3. IDC Technology Spotlight Driving Bottom-Line Value by Linking Customer Experience to Employee Experience. January 2022

4. IDC's July 2021 Future Enterprise Resiliency and Spending Survey, Wave 6

*The Total Economic Impact™ Of ServiceNow Sep 2022 Conducted by Forrester Consulting. Aggregated savings across a single composite organization with 50,000 monthly contact points

Business outcomes above are indicative and assume migration from a legacy service desk platform to Lenovo ServiceNow solution on the cloud and include the assumptions set out in the Forrester study above.

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